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| WISHING WELL FAMILY CENTRESPRING NEWSLETTER**Wishing Well Family Centre is a locally based integrated, community organisation****that offers support to families, responding in a caring and open way to social, educational, economic and environmental needs within our community.** |

**IMPORTANT DATES TO REMEMBER** – **CLOSED** – Friday 17th March 17

 Friday 14th April – Tuesday 18th April inclusive

 Monday 1st May – May Day

 Monday 29th May – Spring Bank Holiday



**ROOM UPDATES**

**Baby Room**

As the weather is beginning to change we will be planning to use our outdoor play area

a lot more and also plan to have trips to the local park. Throughout March and April we will focus on springtime crafts and baby animals, this theme will also be incorporated though stories and songs. In March we will also be decorating our room with arts and crafts for Mother’s Day cards, St Patricks Day and Easter in April. Our theme for May will be animals and we will show this through our stories, crafts and other activities. We have a wide variety of activities on offer on a daily basis for the babies, including our sensory area, treasure baskets, paint and messy play, soft play, musical instruments and so much more. **Laura Burns** **– Supervisor**

**Toddler Room**

Throughout March we will be focusing on springtime, Mother’s Day, and St Patrick’s Day. We will be decorating our room with rainbows, brightly coloured flowers and much more. A lot of our crafts will involve painting, hand/foot prints and sticking methods. Our shape and colour for

the month of March will be square and the colour green. In April they will be oval and yellow,

we will also be looking at baby animals and celebrating Easter. In May we will be focusing our theme around animals and we will be transforming the room with a ‘farm theme’. Our themes are evident through all our crafts, stories, floor play and other activities. **Megan Hale –Supervisor**

**Junior Playgroup**

Throughout March we will be making St Patrick's Day cards, and Mother’s Day crafts. At the end of each month your child’s work will be placed in their folder outside the room for you to take home and display. During the month of April we will be focusing on springtime and the colour yellow. We will be showing our theme through all our activities especially our crafts, we will be doing pictures of rabbits, chicks and daffodils and our Easter crafts. Our play dough will be coloured and we will focus all the other activities and stories around the theme including songs like 'Hop Little Bunnies' in circle time. We also hope that as the weather begins to change we will be able to go on walks and make use of our outdoor play area more. Our theme for May will be 'farm animals' and we will be showing this through circle time, arts and crafts and we will also be taking the children on a trip to the farm. **Nuala Heaney – Supervisor**

**Senior Playgroup**

The senior playgroup is a very busy room and the children are enjoying all the activities that are on offer. Our displays change continually with our theme and throughout March we will be focusing on spring. The children will be choosing our brightly coloured paints for art activities based around our theme, including sticking, drawing, painting and junk art. We will also enjoy taking part in art activities for Mother’s Day. During the month of April the children will learn all about their senses. The children will be able to explore and play together socially in all our areas of play e.g. water, sand, dough, arts, music, books, table top activities, home corner and construction.

In May we will be taking the children on a trip to the farm. We will then incorporate what we see and learn to our plans based on our theme for the month. We have found this in previous years to be a great experience for the children. As the weather begins to change, we hope the children will soon be able to enjoy more outdoor play. **Tracey Massey – Supervisor**

**Pre School**

Within the Pre-school children are provided with an educational based curriculum which incorporates the six areas of learning - Personal & Social Development, The World around us, Language Development, Early Maths, The Arts, and Physical Development and Movement.

There is a wide and varied range of activities on offer on a daily basis. For information regarding our themes and programme please feel free to look at our weekly plans displayed on the notice board outside our room. **Muriel Dalzell – Supervisor**

**Out of Schools**

Our Out of Schools aims to create a safe, stimulating and happy environment for children.

We are very busy on a daily basis helping with homeworks and art and craft activities, outdoor play, cookery and lots more. We would like to remind parents if your child is unwell or not attending Out of Schools that you would contact the office before 1pm. **Muriel/Sinead**

**\*PLEASE REMEMBER THAT FOR ANY REASON YOUR CHILD DOES NOT ATTEND NURSERY, FEES ARE STILL PAYABLE. THE ONLY TIME FEES ARE NOT PAYABLE IS WHEN THE CENTRE IS CLOSED\***

*WE WOULD ASK ALL PARENTS TO ADHERE TO SESSION TIMES REGARDING DROP OFF & COLLECTION OF CHILDREN UNLESS OTHERWISE ARRANGED WITH ROOM SUPERVISOR. DROPPING CHILDREN OFF BEFORE SESSION TIMES OR LATE COLLECTION OF CHILDREN CAN EFFECT ROOM RATIO'S AND CAUSE PROBLEMS****.***

**LUNCHES**

Lunches are provided in Centre at a price of £2 per day for

children who attend a full day. Our meals are provided by Moon & Spoon

a catering company dedicated to providing wholesome, nutritious food specially

designed for children. For further details please ask at reception.

**If your child is not having a hot meal could we ask that you adhere to the healthy eating policy of the centre when providing your child with a packed lunch.**

**\*In future we will be including an extract from our policies in every newsletter, a full copy of all policies and procedures are available on request from reception.\***

**COMPLAINTS POLICY**

**STATEMENT OF INTENT**

We at Wishing Well Family Centre firmly believe that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome suggestions on how to improve our setting and will give prompt and serious attention to any concerns about the running of the setting. We anticipate that most concerns will be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result, we have a set of procedures for dealing with concerns.

**AIMS OF THE POLICY**

We aim to bring all concerns about individual children or the setting as a whole, to a satisfactory conclusion for all of the parties involved.

To achieve this, we operate the following complaints procedure -

**Making a complaint -**

A complaint can be made in writing, by telephone, by e-mail or in person. You may also ask to discuss your complaint in private.

* If a parent/carer has an issue either involving their individual child or the setting as a whole, they should in the first instance raise the issue with the room supervisor. If the parent/carer feels unable or unwilling to raise the matter with the room supervisor they can approach the manager directly.
* Most complaints should be resolved amicably and informally at this stage.
* If this does not have a satisfactory outcome, or if the problem persists, the parent should put their concerns or complaint in writing to the Manager.
* For parents who are not comfortable with making written complaints, there is a form for recording complaints in the manager’s office. This form may be completed with the person in charge and signed by the parent.
* Feedback is given regularly to parent throughout the investigation process.

* If this fails to resolve the issue, a meeting may be requested with the Management Committee or Centre Manager.
* The setting stores written complaints from parents in a secure file. When the investigation into the complaint is completed, the setting Manager will meet with the parent to discuss the outcome.
* If at any stage the parent and setting cannot reach agreement, an external mediator will be invited to help to settle the complaint. This person should be acceptable to both parties, listen to both sides and offer advice. A mediator has no legal powers but can help to define the problem and suggest further ways in which it might be resolved. The mediator keeps all discussion confidential.
* When the mediator has concluded their investigations, a final meeting between the parent, the setting Manager and if required the chair of Management Committee is held. The purpose of this meeting is to reach a decision on the action to be taken to deal with the complaint.
* A record of this meeting, including the decision on the action to be taken, is made. Everyone present at the meeting would sign the record and receive a copy of it. This signed record signifies that the procedure has concluded.
* If a parent is still not satisfied or feels the centre has not followed their procedures in a correct fashion, the issue can be reported to the Social Worker at Early Years, Anne Marie Haritgan 02895 042811.
* In the case of a child protection/safeguarding issue or quality of care concern, parents can contact Social Worker at Early Years, Anne Marie Haritgan 02895 042811 or the HSC Trust Early Years Team 02895042811.
* If a child appears to be at risk, our setting follows the procedures detailed in our child protection policy.
* In these cases, both the parent and setting are informed and the designated officer works with social services to ensure a proper investigation of the complaint, followed by appropriate action.
* Information from complaints is used to improve on the quality of service we provide.

**BREAKING NEWS …**



As of Friday 28th April 2017

we will no longer be accepting

old style £5 notes.

 **DATES FOR YOUR DIARY - THE DAY NURSERY WILL** **CLOSE**

Friday 17th March 17

Friday 14th April – Tuesday 18th April inclusive

Monday 1st May – May Day

Monday 29th May – Spring Bank Holiday

 **WISHING WELL FAMILY CENTRE**

**7 – 9 ALLIANCE CRESCENT**

**BELFAST BT14 7PL**

**02890 740454**

**www.wishing-well.org.uk**