



**UNICORN**  
*Nursery*

**UNICORN NURSERY:  
POLICIES &  
PROCEDURES 2020-21**

**Revised February 2020**

# UNICORN NURSERY: POLICIES



## CONTENTS

### **SECTION ONE**

Admission  
Confidentiality  
Access to information  
Equal Opportunities  
Staff training

### **SECTION TWO**

Arrival Policy  
Collection  
Non-collection  
Exclusion from the nursery  
Trips and outings  
Outdoor Play Policy

### **SECTION THREE**

Medical issues  
Medication  
Serious accident or illness

### **SECTION FOUR**

Special Educational Needs

### **SECTION FIVE**

Health and Safety  
Health and Hygiene  
Allergies  
Safety and equipment checks  
Outdoor play policy  
No smoking policy

### **SECTION SIX**

Supervision of children  
Missing children policy  
Safeguarding children  
Discipline  
Security Procedures

### **SECTION SEVEN**

Fire procedures

### **SECTION EIGHT**

Students on work placement  
Complaints policy  
How to complain

### **SECTION NINE**

Food Policy  
Miscellaneous Nursery Procedures; nappy-changing, accidents etc.

# SECTION ONE



## **Admission**

Unicorn Nursery is an organisation which is committed to providing equal opportunity. Admission to the nursery is entirely dependent upon the availability of places; no other criteria are entertained. All admissions to the nursery are handled by the nursery manager, or the deputy manager. Access to any personal information is available only to management and those directly concerned with the process.

## **Confidentiality**

It is the firm policy of the Unicorn Nursery to treat all information that we receive concerning children, family members and members of staff – subject to the current law pertaining to England and Wales — is treated as absolutely confidential.

We do not permit the staff to discuss and information appertaining to a child and/or its family unless that is strictly in the interests of the child. These discussions will only take place in a professional manner, in private, and only amongst those few members of staff directly involved with the issues.

## **Access to information**

It is the policy of the Unicorn Nursery to provide regular written progress reports to parents on the child's development within the nursery, and to encourage discussion with them about any issues which may arise. In a more general sense, non-confidential information concerning activities, outings and general goings-on at the nursery is communicated to parents by newsletter and displayed prominently on the noticeboards.

Ofsted and Social Services reports are routinely available for parents to view at any time. Access to financial and personal information is only available to management, as detailed above. Any personal information concerning a child or their family is dealt with by the manager, the deputy manager or a named member of staff familiar with the child concerned.

## **Equal Opportunities**

The Unicorn Nursery treats children as individuals in their own right, regardless of race, sex, religion, culture and linguistic ability and background. It is our intent to ensure that all children in the nursery feel equally valued. All staff are encouraged to develop each child's self-esteem and respect for each other, using activities and displays that reflect Britain's multicultural society. This includes role-playing games, story-telling, books, posters and cooking activities, music, toys and play-equipment, which are chosen to emphasise non-racist, non-sexist attitudes. Children with special needs are welcomed at the Unicorn Nursery. Individual programmes for each child will be designed in conjunction with the parents, using professional support where appropriate.



Similarly, we as an organisation are committed to ensuring equal opportunity in our selection, training and in-house development of staff. Regular evaluation of staff in these areas will take place in the nursery to ensure compliance.

### **Staff training**

All staff are encouraged to further their training whilst at the Unicorn Nursery. Having a number of highly experienced teaching staff, and using a staff-mentor system, we also encourage on-the-job training in the work environment.

### **Mission and core values**

The Nursery has five core values:

**Excellence:** Ensuring excellence through continuous quality improvement

**Equality of Opportunity:** Ensuring equality of opportunity and inclusive treatment for everyone we serve or employ, by valuing the individual.

**Effectively working with others:** By building partnerships and teamwork throughout the Nursery and communicating effectively.

**Exemplary conduct:** Demonstrating exemplary conduct and professionalism at all times and treating everyone with fairness and respect.

**Enhancing skills and competence.**

# SECTION TWO



## **Arrival policy**

It is always the aim of the nursery to make all children arriving with us for the first time as welcome, happy and as comfortable as possible. We encourage a gradual acclimatisation with parent(s) and child visiting the nursery a number of times before starting with us.

Once a child has commenced his or her time at the Unicorn Nursery, we insist upon a signing-in procedure, where the parent signs the child in on a register, with their time of arrival. The greeting member of staff will accompany the child and parent to the correct part of the nursery, and if parents wish to remain for a period to settle in the child, they are welcome to do so. This is a key time for every child, and it is the aim of staff to do their utmost to reassure the child at the start of the nursery day. At all times the nursery is receptive to any concerns of parents as to how their children are settling in to their new environment, and will be pleased to discuss this.

## **Collection**

Children are only released from the nursery to the care of individuals named by the parent. It is essential that this list is recorded on the child's registration form, and is kept absolutely up to date, to prevent a security breach and/or embarrassment for both parents and staff. Also kept on the registration form is a password to enable us to verify the identity if such is unclear.

When the child is collected, the departure time is recorded, and the child signed out, and from that point on, the child does become, once more, the responsibility of the authorised person who has made the collection.

## **Non-collection**

All children are expected to be collected at a pre-arranged time by their parent or previously identified carer. Of course, in an imperfect world, delays and errors can occur, and in the event of a child not being collected at the agreed time the manager or deputy manager will attempt to make contact with the parents/carers using contact telephone numbers held in the nursery records. At all times at least two members of staff will remain with the child while these attempts are made. If, after 45 minutes, no contact can be made, then the incident will be recorded in the safety book and staff will contact the Stay Safe social work team for advice.

It is the responsibility of the parents to inform the nursery of any changes in emergency care numbers of all nominated persons.

## **Late Charge fees**

Late charge fees will apply if the late collection occurs at the end of the school day.



## **Exclusion from the nursery**

Naturally, there are a number of illnesses that make it necessary for us to exclude children at certain times, for their own welfare, and that of the other children. These include:

Any child with these symptoms of diarrhoea/sickness will not be allowed back into the nursery for 48 hours.

Any child who has been prescribed antibiotics will not be allowed into the nursery for the first 24 hours after the start of medication.

Fever: Any child with a temperature of 101F/38C or above will be excluded.

Conjunctivitis: Any child with conjunctivitis, or whose eyes are weeping will not be allowed back into the nursery unless appropriate treatment has started.

Ear infection: A child suffering from an ear infection will not be allowed to remain in the nursery.

Impetigo: This is a particularly infectious condition and no child will be allowed at the nursery whilst they have the symptoms, for the protection of the other children.

Communicable diseases: These include chickenpox, measles, rubella, mumps, meningitis and hepatitis. If a child has one of these or any other communicable diseases — the list is not exclusive — as confirmed by a doctor, the nursery should be informed, so that other parents can be warned of the situation.

If a child becomes ill at the nursery, the nursery manager will notify the parents as soon as possible. If the illness requires the child to be collected from the nursery, he/she will be allowed to rest away from the other children, wherever staff ratios allow, but always within contact of an adult until collected by a carer.

## **Trips and outings**

The Unicorn Nursery believes strongly in the educational and social benefits of nursery trips and outings. Of course, child safety is our priority, and risk assessments are carried out prior to any outings, and these will determine staff/child ratios outside the nursery. All precautions will be taken to ensure child safety, and a consent form must be signed by the parent some time in advance of any outing. Parental permission is always obtained, and a full risk assessment is made. Our first aider will carry the first aid box and the names and contact numbers of any children with medical conditions will be recorded in the outings folder, and logged at reception. The lead person will be responsible for head counts before and after the outing. Only reputable and checked transport companies will be used, and, at the conclusion of each outing, an evaluation sheet will be completed to produce feedback for future such outings.

## **Outdoor Play Policy**

Outdoor play is an extension of the indoor learning environment, so the children are encouraged to play outside in the garden, where planned activities are also organised. The outside play area is checked for any hazards before opening every morning. Risk assessments are carried out where and when necessary, and at least two members of staff are allocated to the garden at all times when children are out there. In hot weather, time outside will be limited, and the children will wear sun protection where necessary.



# SECTION THREE

## Medical issues

### **Medication**

The Unicorn Nursery has the child's well-being at the centre of our ethos. We will administer any medicine to children in our care if it has been prescribed by a doctor, or in an emergency situation. In the case of an emergency, the child's parents will always be contacted before any medicine is given. Teething gels, nappy creams, etc., will be administered by staff on duty, but all such products must be supplied by the parent and clearly labelled with the child's full name and must also be logged in and out of the nursery on our medicine log sheet. We also insist on prior written consent from the parent or guardian, and reserve the right to seek medical advice before accepting these duties.

### **Serious accident or illness**

It is the policy of the Unicorn Nursery to ensure the health and safety of all children under our care, at all times. In the event of a serious accident or illness, senior staff will contact the emergency services immediately and take their advice. The senior person in the building will be informed and help sought from an on-site first-aider. Two members of staff will remain with the child while he or she is on the premises, to help administer first-aid and to ensure that the child's records are available, if required. The parents will be informed and, after the incident has been dealt with, a full report will be written up and passed to the nursery manager.

# SECTION FOUR



## Special Educational Needs

As laid out in our equal opportunities policy, the Unicorn Nursery welcomes all children to our Day Nursery, and ensure that appropriate provision is made to cater for all needs, to allow all children to play a full part in play and education at the nursery.

We have regard to the definition of SEN according to the SEN Code of Practice. Children have a learning difficulty which calls for special educational provision to be made for them. Children have a learning difficulty if they:

Have a significantly greater difficulty in learning than the majority of children of the same age.

Have a disability which prevents or hinders the child from making use of educational facilities of a kind generally provided for children of the same age in settings within the area of the local authority.

We routinely monitor – and report upon to parents – the progress of all children in our care. Children who appear to be progressing significantly slower than others will, as a matter of course, be monitored in greater detail thereafter. We work with all parents and carers in a partnership – whilst providing expert knowledge – to enhance their child’s educational development at all times. Success for all children is ensured by accessibility and sensitive differentiation of all activities, and planning for this is the responsibility of all staff within the nursery.

The needs of children with SEN are shared appropriately between all staff, who can also access relevant training.

We have a full and detailed SEN policy which is available for parents to read.

**Donna Tincello**

Our named SENCO(s) is/are .....



## UNICORN NURSERY SEN POLICY



We follow the DFES SEN code of practice, 2001, to provide a secure, caring and inviting setting for children, parents, staff and visitors. We aim to provide a safe, stimulating, fun environment, working in partnership with parents so that children can develop confidence, independent skills, self-esteem and social skills. A key-worker system, weekly planning and evaluations, baseline assessments and regular review meetings enable staff to identify and meet the individual needs of children within their group, who will be supported according to their ability. Whilst planning, activities are tailored to suit children's specific needs. With the involvement of parents, pre-school inclusion team, the speech therapist and our Special Educational Needs Co-ordinator (SENCO), the individual and personal needs of the children are identified and met.

### The SENCO will:

- Follow the guidelines in the Code of Practice
- Oversee the planning of activities for children with individual needs
- Liaise with key workers to develop Individual Educational Plans (IEP)
- Review and monitor the progress of children with individual needs, and conduct regular observations in order to plan for the child.
- Ensure appropriate resources are available.
- Participate in training and inform staff of relevant training with regards to SEN and the Code of Practice.
- Liaise with schools
- Liaise with and support staff by co-ordinating specialist services
- Liaise with and support parents.
- Maintain accurate record keeping.

If a key worker identifies an individual need, this will be recorded and strategies devised in the Individual Needs Book. Although monitored on a regular basis, after three weeks, the child's progress will be reviewed. If there are no longer any concerns, no further action will be taken. If the key-worker and SENCO still have concerns, the SENCO, after consultations with the parent, will devise an agreed set of targets for an additional three weeks, at which point the Pre-School Inclusion Team will be contacted for advice. Together they will devise a set of approaches to learning that will be adapted in an inclusive environment (Early Years Action, EYA). If further action is required and external agencies are contacted for assessment and support (EYA-Plus), IEPs will be devised and parents will be involved wherever possible, and kept informed at every stage.

# SECTION FIVE

## Health and Safety



### **Health and Hygiene**

The Unicorn Nursery promotes a healthy lifestyle for all the children in our care. This begins with the highest standards of hygiene in day-to-day work with children and adults, but also extends to the healthy range of food and drinks provided to the children, with consideration to levels of fat, sugar and salt on our menus. No GM food of any sort is used.

### **Dietary Requirements**

We endeavour to cater for all dietary requirements and work with the head cook at the nursery to comply. Vegetarian meals are available as a matter of course every day.

### **Allergies**

Our application form requests parents to detail all known allergies so that we can avoid any allergy crises when they child is under our supervision.

### **Safety and Equipment checks**

The Unicorn Nursery insists that its staff take care to ensure the safety of all adults and children in the building and grounds of the nursery. Staff are responsible for completing a daily risk assessment of both the indoor and outdoor areas.

Children, parents and visitors will be denied access to the nursery until all safety checks have been carried out.

All our equipment conforms to safety standards and reflects the diversity of cultures found within the nursery, as well as being age- and development-appropriate.

### **No smoking policy**

The Unicorn Nursery as an organisation operates a strict non-smoking policy in and around the nursery premises and when taking children on outings and trips. We maintain a smoke-free environment in any area under our jurisdiction, and will not allow staff to smoke near or outside any of our premises, at any time.

### **Mobile Phone Policy**

No mobile phones are allowed in the nursery, whether they belong to staff, parents, visitors or contractors.

### **CRB**

No member of staff is ever allowed to work with children without police clearance. This extends to anybody who has unsupervised access to the children.

# Medical Guidance



Infection (*notifiable)	Recommended period away from Nursery	Comments
Athlete's foot	None	Treatment is recommended
Chickenpox	Five days from onset of rash	See: Female staff & pregnancy
Cold sores	None	Avoid kissing and contact with the sores
German measles*	Six days from onset of rash	See: Female staff & Pregnancy
Hand, foot and mouth	None	Exclusion may be considered in some circumstances
Impetigo	Until lesions are healed or 48 hrs after antibiotic treatment	Antibiotic treatment speeds healing
Measles*	Four days from onset of rash	See: Female staff & Pregnancy
Molluscum contagiosum	None	A self-limiting condition
Ringworm	Exclusion not usually required	Treatment required
Roseola (infantum)	None	None
Scabies	Child can return after first treatment	Household & close contacts require treatment
Scarlet fever*	Can return 24 hours after starting antibiotics	Antibiotics required
Slapped cheek/fifth disease Parvovirus B19	None	See: Female staff & Pregnancy
Shingles	Exclude only if rash is weeping & cannot be covered	Confers chickenpox by close contact
Warts and verrucae	None	Verrucae covered in changing rooms etc
Diarrhoea and/or vomiting	48 hours from last episode of diarr/vomiting	
E. coli O157 VTEC	48 hours from last episode of diarr/vomiting	Further exclusion may be required for under-5s
Typhoid* and paratyphoid*	Further exclusion may be required for some	
Shigella (dysentery)		Consult local HPU
Cryptosporidiosis	48 hours from last episode of diarrhoea	
Influenza	Until recovered	SEE: Vulnerable children
Tuberculosis*	Consult local HPU	Requires close contact to spread
Whooping cough* (pertussis)	5 days from start of antibiotic treatment	



# Medical Guidance

Infection (*notifiable)	Recommended period away from Nursery	Comments
Conjunctivitis	None	Outbreak: contact local HPU
Diphtheria	Exclusion essential. Consult local HPU	Family contacts must also be excluded
Glandular fever	None	
Hepatitis A*	7 days after symptom onset	See local HPU
Hepatitis B*, C* HIV/AIDS	None	Infectious only through blood
Meningococcal meningitis*/Septicaemia*	Until recovered	See local HPU
Other meningitis*	Until recovered	See local HPU
Meningitis viral*	None	Milder illness
MRSA	None	Good hygiene required
Mumps*	5 days after onset of swelling	
Threadworms	None	Household & close contacts require treatment
Tonsillitis	None	

# SECTION SIX



## Supervision of children

The supervision of children by staff in the Unicorn Nursery is covered by the following staff/child ratios, which are adhered to at all times within the nursery. Compliance with this rule is the responsibility of the manager or deputy manager.

Under two years old:	<b>3 children per member of staff</b>
Age 2-3 years	<b>4 children per member of staff</b>
Age 3 years and above	<b>up to 13 children per member of staff (with qualified teacher during normal hours) 1-8 outside the normal school session</b>

## Missing Children policy

There are systems in place to ensure that under no circumstances can a child leave the nursery/outing party unaccompanied. In the highly unlikely event that a child is found to be missing, the manager will be informed immediately, and the missing child procedure activated. Staff will search for the child for an agreed period, and if he/she is not found in that time — although the staff will, of course, continue to search — the police will be informed.

## Safeguarding children

The Unicorn Nursery is aware of the importance of safeguarding all children in our care, and we provide clear direction to our staff – and other authorised adults coming in contact with the children – about expected codes of practice concerning child protection issues. At all times child protection concerns and referrals are handled sensitively and professionally, with the well-being of the child to the foremost. All adults working with children have a responsibility to protect children in their care. The Unicorn Nursery, and its staff, are alert to any possible abuses, and we will report any suspicions to the designated Lead Practitioner for Child Protection.

**Louise Willmore/**

**Joy Hayward**.....

Our designated Lead Practitioner for child protection are ..... who is trained to Level 2 in child protection, and will follow recommended procedures should any concerns arise. These procedures can be found at:  
*[www.laws.sandwell.gov.uk/ccm/navigation/health-and-social-care/children-and-family-care/child-protection/](http://www.laws.sandwell.gov.uk/ccm/navigation/health-and-social-care/children-and-family-care/child-protection/)*

The Unicorn Nursery believes that the best environment for young children is an ordered one, where they are free to play and learn – and develop through play and education – without fear of harm, hurt, hindrance or embarrassment, from any other child, or adult.



Our aim is to produce a milieu in which children can develop self-discipline and self-esteem in an atmosphere of mutual respect and encouragement. Our staff are trained to praise and reward positive behaviour at all times that it is shown, and to provide a positive role model for the children on issues of friendliness, respect, care and courtesy.

**Joy Hayward**

..... is responsible for behaviour management and it is her role to promote the use of positive behaviour to all Unicorn Nursery staff and children..

**Discipline**

The Unicorn Nursery does not permit the physical punishment of children in our care, even if the parents give permission. This ban includes smacking, shaking, pinching, squeezing, rough handling and any other such minor physical assault. We believe that shouting, belittling and other associated verbal assaults can be equally as damaging as physical abuse, and is not permitted in the nursery.

**Security Procedures**

All unknown visitors to the Nursery must provide proof of identity before being allowed to enter. Children will only be handed over to the parent/carer. A password system is used and any other authorised person **MUST** carry that password. Only Nursery staff are responsible for operating the main door into the Nursery. Under no circumstances may a student or parent undertake this duty. The main entrance door operates with a security code available only to Nursery staff.

# SECTION SEVEN



## **Fire procedures**

The Unicorn Nursery carries out regular, independent fire drills at pre-determined intervals. A record is kept of dates, completion time and comments arising from all drills, with recommendations, if necessary, for any updates to procedures.

## **Unicorn Fire Drill Policy**

On discovering a fire, raise the alarm

Immediately evacuate the building using the nearest safe exit

Nursery officers will pick up the registers

Staff will lead the children out in an orderly manner and should assemble at the designated assembly point. Babies will be placed in mobile fire cots and two members of staff will wheel each cot to the assembly point.

The manager will check all areas including toilets, staff room and baby changing area, sleep room and reception and play areas.

Close all doors behind you as you proceed out.

Dial 999 and ask for the fire service. Do not replace the handset until the fire service confirms our address.

Check the register to ensure that all children are accounted for.

Account for all staff and any other adults in the building.

Only if it is not too dangerous and if you are sure you can do it quickly and safely, attempt to put out the fire using the appropriate fire-fighting equipment.

## **Please note**

The fire drill will be held at regular and random intervals. These will be held without regard to conditions existing inside or outside the nursery premises, i.e. rain, snow, light or dark, busy or quiet, or parents or builders on site.

# SECTION NINE



## **Food Policy**

We endeavour to provide a healthy, balanced diet for all of the children in our care. All children will have suitable and sufficient food made available to them, with allowances made for age, religion and medical and cultural background. All food will comply with the following:

- The menu will reflect the cultural and religious background of all the children
- The children will be provided with a tasty, balanced and varied diet. The food will be freshly prepared, free from artificial colours and preservatives, with no additional salt or sugar.
- For lunch, lean meat, fresh fish and fresh vegetables will be used. A vegetarian option is always available.
- Food will only be purchased from a reputable supplier.
- Fresh water is available throughout the day.  
Milk and water are offered at meal/snack times
- All dairy products are full-fat.
- Children will be offered dessert even if they refuse their main course.
- Withholding food will NOT be used as a punishment in the Nursery.
- There is a parents' log available to see what their child has eaten
- Parents and guardians will be advised of any dietary problems.
- Staff sit with the children at meal times to socialise with them.
- The Nursery cook sits with the children at lunch time to serve the food and give the children as much choice as possible.
- Menus run in a four-week cycle, and are prominently displayed in the Nursery.
- All perishable food is refrigerated and consumed within two days.
- All use-by dates are strictly adhered to.
- Parents must not bring in their own food and drink for the children.
- Anti-bacterial gel is available for all staff.
- Snacks offered to the children will be healthy ones
- We follow Sandwell PCT Oral Health Promotion,
- All kitchen and serving staff hold the Basic Food Hygiene Certificate



# Miscellaneous Nursery Procedures



## Preparation of formula feeds for babies

Parents should provide all formula feeds; these should be already prepared in a bottle labelled with the child's name and date; these will be stored in the fridge until required.

When re-heating bottles for babies:

1. Check the date to ensure it is safe
2. Wash your hands and boil the kettle
3. Immerse the bottle in a jug of boiling water

**The bottle must be warmed in the kitchen. Do not take the jug into the nursery.**

4. Check the feed temperature on your wrist or the back of your hand.
5. Once the baby has finished, dispose of excess milk, and remove all residues from the bottle and teat. Clean both thoroughly before sterilising.

## Nappy changing procedure

1. Wash your hands
2. Locate the child's bag and prepare everything.
3. Fit gloves and apron
4. Place the child on the changing surface and secure the safety straps before undressing the child.
5. Clean the child's nappy area using only wipes or lotion supplied by the parent; otherwise, cotton wool and water.
6. Apply cream (if supplied by parent), dress child and undo straps.
7. Lift child from the changing surface
8. Put soiled nappy in sanitary bin.
9. Record the change on the nappy record.
10. Wipe over changing mat with anti-bacterial spray and leave to dry.
11. Remove apron and gloves and dispose of in bin.
12. Wash your hands

**Always** use the straps if they are provided. **Never** leave a child unattended on the changing mat. **Always** talk to the child.

**If you have any concerns or notice anything unusual about the child you are changing, inform a senior member of staff.**

## ACCIDENT PROCEDURE



### Major Accident

1. If mobile, the injured party should be taken to a quiet part of the Nursery and first aid administered and a senior member of staff notified immediately.
2. The situation should be assessed and a decision made regarding further medical attention.
3. If the patient needs a hospital, then an ambulance must be called.
4. The parent/guardian must be contacted. If this is not possible, then an alternative named person must be notified.
5. A member of staff will accompany the patient to hospital.
6. That member of staff must remain with the patient until a known person arrives.
7. If the patient is a child, their medical information must be taken to the hospital. Staff must not sign for any treatment to be carried out; this is strictly the responsibility of the parent or guardian.
8. The accident book must be completed.

### Minor Accidents

1. The person is to be moved away from the scene of the accident.
2. The injury should be assessed and treated.
3. The injured person is to be comforted and resettled into their routine when necessary, and then observed.
4. The incident must be recorded on the child's individual log-sheet and an accident form completed by the member of staff dealing with the incident. This must then be signed by the child's parent and a senior member of staff.
5. A copy will be given to the parent/guardian and a copy kept in the accident folder for that month, which will remain in the Nursery Office.

# SECTION EIGHT



## **Students on work placement**

The Unicorn Nursery recognises that the type, quality and variety of work which goes on in its premises are ideal for students on placement from school and college childcare courses. We will always encourage such placements in the nursery.

## **Complaints policy**

The Unicorn Nursery expects the highest standards from its staff and associates. We always work cooperatively with parents and carers and welcome feedback – positive or negative – from the service that we provide.

Any complaints will be dealt with sensitively and promptly and we guarantee a response within 28 days (Early Years register) or 20 days (Compulsory Child-care register). If the complaint relates to a child protection issue, please refer to the above section on child safeguarding.

In the first instance, please contact the Office Manager, and then, if not satisfied, the Nursery Manager, Louise Willmore.

Further to these procedures, if you feel we cannot deal with your complaint and you want to discuss the matter with a third party you may contact OFSTED on 0300 1231231, email them at [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk) or write to them at:

## **OFSTED**

Piccadilly Gate  
Store Street  
Manchester  
M1 2WD