

## **N Family Club Nursery Management Plan - 13 Woodchurch Road**

### **Introduction:**

N Family Club opened its first site in Stoke Newington in 2017. The site reached capacity 6 months post launch and was named a finalist for the 2018 Nursery World and NMT awards. N Family Club will be launching a second site in London Fields in early 2019. This site established a waiting list 6 months pre-launch.

The following Nursery Management Plan outlines the protocol and procedures that N Family Club will implement at 13 Woodchurch Road, London NW6 3PL. The premises will operate as a nursery Monday-Friday, catering for 115 children. Of these children, approximately 58 will be aged between 3-15 months, and 57 aged 16-36 months. During Saturday-Sunday, the premises will operate as a family club, providing children's activities and a birthday party venue for local families.

### **Hours of Operation - Weekday:**

The nursery will operate for 51 weeks of the year between the hours of 07:00-19:00, Monday to Friday. Core nursery hours will fall between 08:00-18:00, with the additional hours available to parents as an optional and charged extra, as and when needed.

For clarity;

- The nursery will not operate before 07:00 or past 19:00, over the weekends, on public bank holidays or during the period between Christmas Day and New Year's Day.
- Drop off and collection of children will be encouraged to fall between certain hours so as to cause minimal disruption to the surrounding residents:
  - Drop off: 08:00-09:00
  - Collection/ Drop off: 12:00-13:00
  - Collection: 17:00-18:00
- During these hours, a designated member of staff will be on hand to aid parents with buggy parking, allowing for a smoother and quicker procedure.
- Biometric fingerprint access at the site's entrance will allow for quick and easy entry.
- As part of the registration process, all parents will be made to undertake an agreement not to park illegally on Woodchurch Road. Records will be retained by the nursery for review, monitoring and enforcement processes. Those seen breaking their agreement will be issued with an official warning, and repeat offenders could see their place in the nursery revoked at the Directors' discretion.
- As part of N Family Club's ongoing dedication to protecting the environment, staff will actively encourage parents and children to walk to nursery. Correspondingly, N Family Club will provide sufficient secure storage for buggies, bicycles and scooters.

It is our belief that this undertaking will limit disruption to traffic flow and parking on Woodchurch Road.

### **Hours of Operation - Weekend:**

The family club part of the business will be in operation over the weekends. Opening hours will fall between 08:00-16:00, and events will comprise of internal activities such as child and parent development classes.

### **Security Provision**

In order to properly safeguard and protect the children within our care, the nursery will incorporate extensive security measures into both its building design and day-to-day running.

These will include:

- Biometric fingerprint access installed at the main entrance, permitting access only to registered parents and staff members.
- Key card access at the entrances of all playrooms, permitting access only to staff members.
- CCTV security installed throughout all external areas.
- A member of staff dedicated to ensuring only known and authorised persons gain access to the children during nursery opening hours
- The arrival and departure times of all children to be recorded
- The arrival and departure times of all visitors to be recorded. In addition, all visitors will be obliged to record their reasons for visiting, have their photograph taken and be accompanied by a member of staff at all times.
- Only contacts added to a child's profile on N Family Club's management system will be permitted to take that child from the premises. If staff members are unable to identify a person attempting to collect, the child's parents will be contacted for clarification and some form of identification will need to be provided.
- A comprehensive *Security and Intruder Policy and Procedure* that all staff, parents and visitors must adhere to.