*FIRE SAFETY AND EMERGENCY EVACUATION*

The Named Person will ensure that regular inspections are carried out of all fire fighting equipment, including the operation of all evacuation exits and lighting.
All staff and volunteers should ensure that they are conversant with agreed emergency and safety procedures.
The Playgroup is regularly inspected and complies with Fire Safety Regulations as set out under The Children Act 1989

The Playgroup specific precautions are -:

* Fire Safety Inspections once a year.
* Telephone available to contact emergency services
* Fire Evacuation procedures are carried out every term so all children, staff and volunteers are conversant with the procedure. These are then recorded in the fire drill records.
* Fire action notices are displayed in Playgroup and are included in induction of all new staff.

 It is very important that the children know what to do in the case of a fire, and can follow instructions - immediately, quietly, and without panicking. The Fire Drill procedure is detailed below and works in conjunction with Farington Primary School. The fire drill is displayed on doors and our notice board for Parents.

***Fire Drill:* When the fire alarm sounds:**

**Manager**  - Collect register/telephone - gather children into line.

**Playgroup** **Assistants**

Assistant Manager- Gather children to main door or nearest fire exit

Kitchen 1/Kitchen2- Check kitchen and store room area

Story time/Tidy up- Check toilets and wet area

Floater/Voluntary - Gather children to main door or nearest fire exit

Leave the playgroup room via the door leading directly in the KS1 YARD.

* Manager leads. Assistant manager/a supervisor to follow at rear.
* All assemble at the far end of the KS2 playground.
* Call the register.
* Telephone 999. Ask for the fire service.

REMEMBER:- Do not panic. Do not panic the children. Do not run or push

STAY CALM

Outdoor area-all staff responsible for checking all areas and account for all children. Proceed to designated area in KS2 playground meeting up with rest of Playgroup.

Rainbow room-account for all children, leave via the door leading in to KS1 YARD.

Proceed to designated area in KS2 playground meeting up with rest of Playgroup.

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| **A Unique Child** | **Positive Relationships** | **Enabling Environments** | **Learning and Development** |
| 1.3 Keeping safe |  | 3.3 The learning environment3.4 The wider context |  |

***COMPLAINTS AND CONCERNS***

Farington playgroup aims to offer a very high quality, efficient and accessible service to all parents and their children. Occasionally parents may be unhappy or concerned about some aspect of our setting and will wish to make a complaint. We are constantly reviewing our policies and procedures and the day to day running of the playgroup, however from time to time a parent or child may feel that they have a complaint against some aspect of our playgroup or an individual member of staff. Usually it can be possible to resolve any problems as soon as they occur; if not then we will follow the formal complaints procedure as set out-:

* Please put your complaint in writing to the Manager Jacky Furness including details of names and dates, letting us know what it is you are unhappy about.
* We will acknowledge your complaint as soon as possible and fully investigate the matter within one month of receiving the complaint. A complaint form will also be completed.
* We will keep you up to date with what is happening and give you a full reply.
* The staff member/(s) concerned will be kept informed.
* The response and any action taken as a result will be reported to the management committee.
* In some circumstances, it may be necessary to bring in the Ofsted inspection unit, who have a duty to ensure laid down requirements are adhered to and would be involved if there seemed to be a possible breach of registration requirements.
* All complaints will be taken seriously and dealt with fairly and in a way, which respects confidentiality.

If you have any concerns regarding your child, please feel free to either speak to your child’s KEY PERSON or a member of staff. A complaints, comments and compliments book is situated in the entrance corridor.

The address of Ofsted is situated on the notice board in the entrance corridor should any parent/carer wish to make a complaint to Ofsted.

The National Business Unit

Ofsted

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