

Little VIPs at Lowther Endowed School



Unexpected Closures

Our Aim

At Little VIPs Day Care we are committed to providing our full range of day care services for every day that we are scheduled to be open. However, there may be occasions when we are forced to close due to circumstances beyond our control. We understand that any closure at short notice will cause disruption and inconvenience to our families and so our aim is to do everything we can to remain open and to keep parents informed.

Closure due to adverse weather

On occasions the nursery may have to close, sometimes at short notice, due to adverse weather conditions. When poor weather is forecast, we will review met office advice and assess the likely impact on our location and be prepared to respond appropriately. We ask that parents also make early preparations for childcare if they work, in case we have to close.

A number of our staff do not live locally, and although all staff will make every effort to get to nursery sometimes the roads and weather conditions where they live and on the way to nursery will be impassable. We also find that weather conditions can vary greatly in the areas around Hackthorpe. As our aim is to remain open we will delay a decision to close until the latest reasonable time when we will have a fuller picture of the number of staff able to travel to nursery. We appreciate that the late timing of a decision may cause inconvenience, but there is a balance between letting parents and carers know early about the position and not pre-emptively making a closure decision.

Our Policy is that:

- The safety of children and staff come first in the decision to close the nursery due to adverse weather conditions or in an emergency.
- We keep the nursery open if it is safe to do so and if safe staffing ratios allow.
- Senior staff make enquiries into the current and forecast weather conditions, using information from the met office, local media and the local authority.
- If the snow has settled and is deep enough to cause a concern during a working day, then parents will be informed that we may be closed the following day should a sufficient number of staff not be able to get to work.
- If a heavy snowfall occurs overnight and driving conditions are hazardous, then parents will be notified by message using FamlyApp as early as practically possible on the day to say that the nursery will be closed or updating them on the current situation. Naturally, that situation could change over the course of time before the nursery opens.
- When there are insufficient staff available to maintain safe ratios then a decision will be made to close the nursery. A risk assessment will be made in the interests of child and staff safety.
- If the weather conditions worsen throughout the day we may need to make the decision to close early in order to ensure that all children and staff are able to get home safely in such poor conditions. If this is the case we will contact parents/carers via telephone as soon as possible to give them time to arrange for early collection of your children.

- Where the building is temporarily unsafe or unsuitable due to power cut, utilities failure, flood, other damage or other reason, then a decision to close will be made pending repair or rectification of the fault
- There will be no refund of fees for an emergency closure.

Communication

We will communicate a nursery closure by the following:

- A message sent via the FamilyApp Newsfeed
- A message posted on the nursery gates (if safe to do so)

December 2024