

## Childcare Practice

---

### Admissions

It is our intention to make Panda Nursery accessible to children and families from all sections of the local community, regardless of gender, religion, or ethnicity.

### Waiting List

- Parents can download our application form from our website or email [ali@panda-nursery.co.uk](mailto:ali@panda-nursery.co.uk) to request the form.
- We ask for £25 non-refundable registration fee unless children are in receipt of Free Entitlement Funding.
- Once we receive your application you will receive an email application receipt confirming you are on the waiting list. We will keep you updated and inform you when a place is available by email
- We usually have a waiting list for places based on the date you register with us.

### Visits

To arrange a visit to the nursery prospective parents can email [ali@panda-nursery.co.uk](mailto:ali@panda-nursery.co.uk) or call 07812 522492.

### Session availability

Once a year around March time we email out our Session Preference forms to all parents, for them to tell us the sessions they would like for their child, for the whole of the next academic year. In general places are allocated out for the year. We then contact the children on the waiting list and allocate out the remaining places we have.

### Ages and sessions

We take children from 2 years old to school age. We recommend they start with 2 sessions with us, this is because children often find it hard to settle if they just come for one session. For funded children the minimum number of sessions is 3. We offer flexibility in the sessions chosen. Most parents build the sessions up over the years so their child is coming for 5 sessions in the term before they go to school.

## Emergency Closure

Panda Nursery endeavours to ensure all sessions are run as scheduled. If for any unforeseen circumstances, out of our control sessions have to be shortened or cancelled, no refund will be given.

Some examples of when we may have to close the nursery:

- Fire Damage
- Heavy snow – if the roads become dangerous and staff can't make it in then we are unable to open. Or the premise is unsafe for children
- Flu pandemic
- Inadequate heating
- High level of sickness in children
- Flooding

All parents will be informed email on the morning of the closure. If the nursery needs to close during a session all parents will be called to pick up their children.

Where appropriate Ofsted and Surrey Early Years will be informed of the Emergency closures.

## Settling-in

### Documentation

When children start with us parents are asked to complete our Registration and Child About me Form. They are also provided with our full terms and conditions and a parent information pack. All parents are asked to confirm acceptance of their child's place and our terms and conditions on our Registration Form. All documentation is stored on the child's personal file. Parents are also emailed. Each child has a secure online profile which their parent's set up a login to view and receive alerts about new observations and reports. Parents are informed of who their child's key person is when they start and a home visit arranged.

### Settling-in sessions

We arrange settling-in sessions for all new starters. The first is for an hour and parents stay for the first few minutes, until their child is settled, they then complete any paperwork in the office. The second session is also an hour and parents are asked to leave their child for the short session.

### **First day**

On their child's first day, parents are asked to join the session 15 minutes later than usual. This is so the reception area is clear from the usual drop off and is calmer for the child joining us. This also makes it easier for us to talk the parent through the signing in / out procedure, help them find their child's peg and talk them through lunch / snack procedure.

Parents are encouraged to come back 10 minutes before the end of the session for the first couple of sessions, so their face is the first their child sees when the door is opened at the end of the session.

We encourage parents to take their child into the room for the first settling-in session, then after this they hand their child over to the Panda team at the nursery room door, from experience this is the quickest way to help a child settle.

### **Settling-in Support**

Some children may take longer to settle in. We will work with the parents to form a strategy. We will always call a parent if their child is very distressed, but most children settle once they are comforted by staff and become engrossed in activities. For those children finding it harder we offer a staggered session, starting one hour and building up the time to the full session.

### **The role of the Key Person**

We allocate all children a key person when they start with us. Parents and children get to meet their key person at the settling-in sessions and home visit.

A key person is allocated based on the sessions the child and the staff attend. Regular training and support is given to ensure the role is fulfilled.

Due to the varied number and day of sessions that each child and staff attend, the Key Person may not be in the setting every day, but our whole team take joint responsibility for caring for all children. The Key Person is responsible for collating observations of their children and planning to ensure their individual needs, interest and stages of development are met, as covered by the Early Years Foundation Stage (EYFS). They oversee and collate a child's early learning journal with other staff and where needed, other professionals.

Parents can speak to a child's Key Person at any time. If they need more than a couple of minutes an appointment can be booked. Parents get to meet their child's Key Person annual our Parent afternoon.

### **Arrival and departure**

The main reception doors are only opened at the beginning of the sessions (8:30, 9:15 and 12:15, 12:30 and 15:30, 15:45). Parents are asked to wait outside until this time.

Parents are expected to sign and state the time that they drop off and pick up their child, in our signing-in folder in the reception area. Staff also sign in and out in the folder.

The register is taken every session which covers children, staff, volunteers and students.

The register is checked monthly and kept for 3 years.

### **Visitors**

All visitors are asked to complete the Visitor record and wear a visitor badge. Their identity is checked by asking for a security badge or business card. Visitors are accompanied into the nursery by a member of the Panda team.

### **Authorised pick-ups**

We operate a strict pick up policy and only people stated as Authorised Pick-up on a child's registration form will be allowed to collect a child. If parents need to change the name of their Authorised Pick-up they need to complete the form Change to Authorised Pick-up form available in reception. Parents are issued with passwords for their children. Parents need to give the password to all Authorised pick-ups.

Passwords will be asked when staff do not recognise the person picking up a child as the main parent / carer. Parents are also asked to inform Panda if someone other than themselves is picking up their child, to avoid delays at pick-up while we check. If the password isn't known and we have not been informed, we will call the main carer to check the person picking up is authorised by them to do so. Authorised pick-ups have to be over the age of 18

### **Supporting transitions**

We support children with transitions in our setting to help ensure they are as settled and happy in our environment as possible. Examples of transitions:

- Transitions into our setting: we run settling-in sessions and build up the hours they spend with us to help them become familiar and settle in our nursery.
- Transitions between routines (e.g. moving from activities to lunch time): we use visual timetables, now & next charts, circle time chats and 1:1 support to help the children transition between activities, understand their choices and reduce any anxieties.
- Transition into Adventurers from Explorers (changing rooms): staff bring the children into the Adventurers room in small groups with a familiar member of staff. The new team greet them and often have a quick circle time chat with the group before they are supported to explore and play in the new room. This settling in time is run a number of times before the child moves into the room. Adventurers staff also frequently pop into the Explorers to visit the children throughout the year.
- Transition to other settings: we work with other settings to support children in their move between us. Parents can share reports on Tapestry. We are also happy to meet with the new Key Person / nursery.
- Transition to school: we work with the school to help support this process; with permission from parents, we provide copies of Summary Reports, any SEN information, as well as the EYFS band tracking document. We invite the new teachers in to meet the children and their Key Person to discuss a child's individual needs. We work with parents, providing information sheets about starting school and story sacks for them to read with their children.

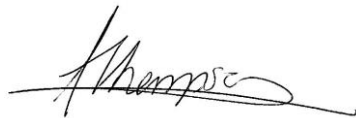
This policy was adopted on: December 2010

Last reviewed: February 2019

Date to be reviewed: February 2020

Signed on behalf of Panda Nursery:

Alison Thompson - Director

A handwritten signature in black ink, appearing to read 'Alison Thompson', with a horizontal line drawn through it.