

Admissions and Settling In Policy - updated January 2018

Bobtails Nursery offers a high staff child ratio, therefore places are limited.

- The nursery is open from Monday to Friday during term time only (38 weeks per year). The contact telephone number for the nursery is 01403 786176 (our mobile number is 07422668389 for Friday mornings at forest school and other outings). Where the scholastic year exceeds 38 weeks, additional sessions will be charged at Bobtails current standard rate. Term dates will be provided at appropriate intervals. Sessions are from 8.45am to 12.30 pm and 12.30 pm to 4.15 pm Monday to Thursday and 8.45am to 12.30pm on Friday. Depending on staffing levels and registered places we will try to offer flexible session times to meet specific needs. Places are available to children and families from all sections of the community and children of all ethnic origins and abilities, including those with additional needs. Bobtails operates an equality of opportunities policy.
- It is our legal obligation to put the welfare of the children in our care above any other consideration and we will share information with external agencies such as social services where necessary. We will also liaise with any additional child care providers.
- Lunches are not included in the half day and full day fees & an additional charge is made if hot meals are required. Children are encouraged to serve themselves only where this is safe & practical. Children can bring a packed lunch if you prefer. Please include fruit and vegetables in a healthy lunch for your child. Milk and water are offered at snack time & water is freely available throughout the session.
- "Free Entitlement" funding is available for all children from the term after their third birthday and for some 2 year olds (please check with WSCC to see if you qualify for 2 year old funding). This is for a maximum of 15 hours per week over a 38 week scholastic year. Access to free entitlement hours is Monday through to Friday. Additional hours will be charged for at our standard sessional rate. In the rare event that Bobtails is open more than the funded 38 weeks, sessional fees will be charged at the full sessional rate. If you do not wish your child to attend for additional weeks you need to let us know and you will not then be charged. Fees are reviewed annually.
- Extended free entitlement of a further 15 hours per week during term time is available to those families who qualify, please see <https://www.gov.uk/help-with-childcare-costs/free-childcare-and-education-for-2-to-4-year-olds> for more information.
- Children must be between their 2nd birthday and the end of term after they turn 5 years of age. We are happy to work with parents for toilet training. All children need to bring a complete change of clothes &/or nappies. During autumn and winter please send a pair of named wellington boots for outside play.
- Due to the high demand for Nursery places a deposit of £100 is required upon registration to secure your child's place. An additional administration fee of £30 is payable at this time. Once sessions have been reserved, if you are unable to take up your place for any reason, refunds of deposits are at our discretion. We will do our best to meet your requirements for days and times of sessions. However, if sessions are full alternatives will be offered and non-acceptance of these will not normally qualify as a reason for a refund. If we are unable to offer any sessions at all, we will refund in full.
- Fees will be invoiced at the start of each term & are due by the end of the first week of term. An increase in fees is applied annually. Please note that fees are not refundable for absences due to illness or family holidays during term time, nor is there an entitlement to alternative sessions in place of those missed. When an outing or event takes place during a normal school session, no compensatory session will be offered nor will there be a refund of fees for that session. If due to circumstances such as power supply failure, flooding, fire damage, high levels of sickness, loss of heating or water, bereavement or extreme weather conditions, Bobtails is unable to open, we regret that we are unable to refund the fees or guarantee alternative sessions for these days. If parents are unable to reach the school due

to similar unforeseen or extreme conditions fees will not be refunded nor will alternative sessions be guaranteed.

- Parents are requested to complete information about their child before the child starts at the nursery. The registration form is the contract between Bobtails and the family. Bobtails' policies and procedures are available for parents to access through the Bobtails website www.bobtailsmontessori.co.uk. Parents are requested to notify the nursery of any changes in personal details or family circumstances.
- Parents and children are invited to attend settling in sessions in the term prior to starting at Bobtails. In addition parents are offered the opportunity to stay for part or all of the session during the first few weeks so that children have the opportunity to get to know us. Shorter sessions are available during the settling in process if required.
- Home visits can be arranged if required. We encourage parents and children to visit the setting prior to your child joining us.
- Some children may be unsettled in the first week or so after joining a childcare setting. Staff at Bobtails use various techniques to help children calm down if they are upset, including: 1) offering a comfort item the child has brought from home (e.g. A blanket or cuddly toy); 2) engaging the child in a familiar activity such as painting or playing with duplo or plastic animals; 3) offering a quiet place to calm down away from the other children (always accompanied by a staff member) such as the garden.
- Each child is allocated a home /nursery link (key person) and this person will support both parents and children throughout their time at Bobtails. The child's preference will be taken into account when deciding on the key person. All staff at the nursery take responsibility for the day to day personal care of every child. The key person's role is to support and report back to parents about the child's progress within the nursery, and to plan appropriate activities for the child. Parents are encouraged to meet with their child's key person whenever they wish to, and the key person will also request meetings with parents whenever they feel it is necessary.
- A successful transition from home to school may take longer for some children than others. Parents are asked to be positive when leaving a child and to be patient and not expect too much too soon. We are aware of the anxieties and problems experienced by both parent and child during these initial separations and will work with you to support and help you through this settling in period. If a child has been unsettled at the start of a session the supervisor of the day will ring the parent at some time during the session to let them know that everything is okay.
- We keep a list of people authorised to collect your child. We need to be introduced to these people before we release a child into their care. However, we operate a password system where parents can nominate someone other than those on the list to collect their child.
- We operate a Healthy Eating & Tooth Friendly Policy & offer healthy, tooth friendly snacks & drinks at every session. On special occasions cakes or other special foods may be offered.
- Please let us know when leaving your child if he/she is upset or behaving unusually for any reason and let us know if there has been a family event that might upset your child (such as the loss of a grandparent or family pet).
- We aim to involve parents wherever possible in activities, outings and special events.
- Information regarding children's progress will be offered verbally on a regular basis, at key worker meetings & annually as a written report. We issue newsletters and letters home on a regular basis. Parent evenings will be arranged every so often. Some information is also

posted on the notice board at the entrance of the nursery, and on our Facebook page and our online learning journal.

- Learning Journals are filled in using the online system My Montessori Child. Parents will be given log in details a few weeks after their child starts at Bobtails. We aim to update each child's learning journal once a week, but this may vary depending on how frequently the child attends the setting.
- Parents are required to complete consent forms for the following:
 1. Offsite activities without the parent
 2. Photographs for displays, website and blog and videos
 3. Emergency medical treatment
 4. Administration of medicines
 5. Observations (this is on the registration form)
 6. General terms and conditions as identified in the policies (this is on the registration form)

Note: policies and procedures can be seen on our website www.bobtailsmontessori.co.uk. A paper copy of the policies and procedures is available on request. If you require large print or help with understanding the policies please ask a member of staff.

- If you have any concerns or complaints we are always happy to talk to you. A complaints procedure is detailed in our policies and procedures. Any complaints that we cannot resolve between us can be referred to Ofsted tel. 03001231231 or in writing to Piccadilly Gate, Store Street, Manchester M1 2WD
- Parents are requested to notify the nursery if their child is unwell or unable to attend nursery for any reason. It would be helpful if parents would inform us of the reason their child is absent. Please ring 01403 786176 or email the manager. If we do not hear from you an hour after expected arrival time our supervisor will ring or text to check that everything is OK. Reasons for absence will be recorded in the register and unexplained absences will be followed up in accordance with our safeguarding policy. Parents should notify the nursery of any planned absences.
- Whilst we endeavour to be fair and to make allowances for difficulties either on the road or at home, a charge will be levied for any pick-ups that are more than 10 minutes late. Additional charges will be in increments of 15 minutes of £5 per 15 minutes or part thereof (ref: procedure for a child who has not been collected.)