Enrolment/Settling in

All forms must be completed and returned before we can begin caring for your child. This is to ensure that your child will get the very best care possible from us. All the forms must be updated at least every 12 months, sometimes sooner, according to need. If you have any questions regarding completion of the forms, please feel free to ask. Good communication is of the utmost importance to us. When we accept a new family into the setting, we like to be sure that we can share openly about any concerns or questions that arise. It is important that there is a similar childcare philosophy between the parents and myself. We welcome questions, feedback, or discussions of any kind that are geared towards a positive outcome for the child. Sensitive issues will be discussed in private outside of regular childcare hours.

Advice and support will be sought from other professionals in the best interests of children and families, and information may be shared with them, subject to the principle of confidentiality. We may seek advice and support to help to resolve queries or problems and this should be seen as a form of strength or professionalism. Respect will be shown for the role of other professionals.

The first month (28 calendar days) of the child’s enrolment will be classed as a trial, or settling in period. Between the signing of the contract and the commencement of care we would prefer that the child come to visit at least once (this can be the initial interview.) On the visit your child could be left in our care for a short period of time as long as ratios permit. This is to help with the transition period and is less stressful on the child. We are more than happy to offer multiple settling sessions gradually increasing their duration to help your child settle. We offer two settling sessions approximately two hours long free of charge.

During the first 28 days the parent or provider may terminate the childcare agreement at any time, if we feel the arrangement is not fulfilling our needs.

All data will be held in accordance with GDPR regulations (please see separate policy)