

2.1 Registration & starting childcare with us

Policy

It is our intention to make our setting accessible to children and families from all sections of the local community. We aim to ensure that everyone is treated equally and has access to the setting through open, fair and clearly communicated procedures.

Procedures

Accessing information & support

- We ensure that the existence of our company and services is widely advertised in places accessible to all sections of the community. Any advertisement, design-work or marketing schemes are authorised and monitored by the settings manager(s) area manager(s) and directors.
- To support parents our website has been designed to provide a wide range of information which covers:
 - About us and our settings (locations, classrooms & services)
 - Our pedagogy and curriculum
 - Our policies & procedures
 - Help with childcare costs
 - Free Early Education

Link: <https://www.earlylearnersnurseries.co.uk/>

- The company instructs and uses a third-party supplier to update the website on a regular basis.

Making an enquiry & booking a visit

- We ensure that information about our setting is accessible, in digitally written and spoken form and, where appropriate, in more than one language. Where necessary, we will try to provide information in Braille, or through British Sign Language. We will provide translated written materials where language needs of families suggest this is required as well as access to interpret the home language.
- A parent or carer can make an enquiry and book a visit by:
 - Calling our settings where the manager would record initial information and book a visit, or
 - Completing the 'Visit Us' form on our website. Information is then automatically sent to the setting and its manager to process, who then would contact the parent.
- All enquiry information is recorded on Nursery in a Box (NIAB) childcare system and shows on our company internal 'Calendar' to communicate effectively to our workforce. The calendar is accessible on each of the settings devices and is part of the secure online network. All staff review and add information to NIAB.
- If applicable, we arrange a waiting list. In addition, our policy may take into account the following:
 - the vicinity of the home to the setting; and
 - siblings already attending the setting.
 - We keep a place vacant, if this is financially viable, to accommodate an emergency admission.
 - If terms and conditions are signed and met.
- Tours are normally booked in advance, we aim for these to take place between:
 - AM 9:30am to 11am
 - PM 1:30pm to 5pm
- We avoid busy spells within the nursery to minimise any disruption to the children in our care (for example: meal or sleep time) however, we try to accommodate parent's needs.
- It is standard process for our managers to contact parent(s) a few days after a tour to receive feedback. The feedback is then recorded on the system.
- Tours are conducted by one or more of our management team who have been trained and approved to perform such roles and responsibilities. We consult with families about the opening times of the setting to ensure we accommodate a broad range of family needs.
- We offer set attendance patterns to accommodate the needs of individual children and families. We provide easy-to-read advice cards to support parent's and carer's. The session patterns we offer provide continuity and stability for all the children.

- Every family (parent and/or carers and child) is provided with the opportunity and must complete a tour and visit the setting prior to a child starting with our service(s) with us.
- Once a tour has been completed a provisional place may be offered by the manager.

Prior to a child starting

- Parents can access a wide range of resources and information about our services prior to a child starting with us. These include:
 - Via our website
 - Completing a tour
 - Meeting our team
 - Ofsted report
 - Social media post and blogs
- Parents must agree and comply with our terms and conditions prior to starting.
- We ask parents to complete the registration form on ParentAdmin and also an 'all about me' prior to their start date, which is reviewed upon the child's initial sessions by the key-worker.
- We allocate a key person to each child and their family before they starts to attend; the key person welcomes and looks after the child and their parents at the child's first session and during the settling-in process.

Unable to offer a place

- Sadly, we are not always able to offer a childcare place however, we always treat our families fairly and assess each enquiry and application on an individual basis.
- We reserve the right to not accept a child into our setting if:
 - a child finds it distressing to be left.
 - the setting cannot accommodate due to staff / ratio requirements,
 - the setting does not have the availability,
 - the setting cannot support the needs of the child due to equipment needed or lack of /or no funding being granted by the Local Authority.
- In these circumstances all measures should be reviewed to try and support when, where and if necessary. The manager should consult with area manager on individual case reviews. We may ask the parents to provide additional supporting evidence or documentation prior to granting a childcare place.
- If a child is unable to start, the registration is put on 'hold' unless the manager is confident that:
 - the needs of said child can be met,
 - all provisions are in place to support the child (local authority and/or third party support)
 - our terms and conditions are followed.
- The setting will make and/ or offer 'reasonable adjustments' where and when necessary. If applicable and where necessary, the manager may seek further support and advice from the local authority and/or legal and professionals teams.

Registration

- Once a place is granted by our manager, parents are required to complete their registration online via Nursery in a Box. Step-by-step support can be provided. The registration must be completed prior to the child starting.
ParentAdmin Link: <https://uk.parentadmin.com/login.php>
- The parent may be required to pay a registration fee. If they are applying for a F.E.E (free early education) place, then this is free.
- The manager and customer care team will check to ensure the registration is completed and payment received prior to the child starting our services.

Downloading our app

- We ask all parents to download our ParentAdmin app to stay connected. Some of the features on the app include:
 - Reviewing and updating registration information
 - Updating medical and dietary records.
 - Receive daily updates about your child's learning journey and child dairies.
 - Sending and receiving notifications through a secure platform.
 - Updating Free Early Education eligibility codes to access government funding
 - Accessing and reviewing accident records
 - Reviewing invoices, receipts and booking patterns
 - Acknowledging terms and conditions
- Parents are able to download the Parentadmin app on different platforms. We track the progress of all registration forms.



- Each parent will be asked to read the setting(s) terms and conditions. Terms and conditions are still completed even if the child does not pay for any childcare. Failure to comply with the setting(s) terms and conditions (*for example: payment of fees*) may ultimately result in the provision of a place being withdrawn. Once registration is completed the parent is asked to digitally sign.

Notifications

- We ask parents to communicate effectively with us via notification and send information (messages and/or instructions) in writing via ParentAdmin. This is the best form of communication with ourselves.
- Once a notification is sent we kindly ask our parents to wait patiently for a response and allow our workforce to action such requests within a reasonable and fair time frame.
- Any enquiries regarding childcare fees must be directed and sent in writing to our customer care team who will be happy to review and support our parents with any queries.
- The key person is responsible for ensuring the information is obtained and kept up-to-date, as well as informing the manager. The team communicate effectively via sending notifications regularly through ParentAdmin to parents.
- These notifications will be sent directly to the registered parents email as well as being stored on their personal ParentAdmin Account.

Valuing diversity and promoting equality

- Our setting is open to all members of the community.
- We reflect the diversity of our society in our publicity and promotional materials.
- We provide information in clear, concise language, whether in spoken or written form.
- We provide information in as many languages as possible.
- We do not discriminate against a child or their family, or prevent entry to our setting, on the basis of a protected characteristic as defined by the Equalities Act 2010. These are: disability; race; gender reassignment; religion or belief; sex; sexual orientation; age; pregnancy and maternity; marriage and civil partnership.
- We do not discriminate against a child with a disability or refuse a child entry to our setting for reasons relating to disability.
- We ensure wherever possible that we have a balanced intake of boys and girls in the setting.
- We develop an action plan to ensure that people with impairments can participate successfully in the services offered by the setting and in the curriculum offered.
- We take action against any discriminatory behaviour by staff or parents whether by direct / indirect discrimination or by association.
- Displaying of openly discriminatory and possibly offensive materials, name calling, or threatening behaviour are unacceptable on or around the premises and will be dealt with in the strongest manner.

We will ensure that our service is fully inclusive in meeting the needs of all children. We recognise that children and their families come from diverse backgrounds. All families have needs and values that arise from their social, economic, ethnic and cultural or religious backgrounds and situations. Children grow up in diverse family structures that include two parent and one parent families; some children have two parents of the same sex. Some children have close links with extended families of grandparents, aunts, uncles and cousins while others may be more removed from close kin or may live with other relatives or foster carers. Some children have needs that arise from disability or impairment or may have parents that are affected by disability or impairment.

Some children come from families who experience social exclusion or severe hardship; some have to face discrimination and prejudice because of their ethnicity, the languages they speak, their religious or belief background(s), their gender or their impairment.

We understand that these factors affect the well-being of children and can impact on their learning and attainment. We are committed to anti-discriminatory practice to promote equality of opportunity and valuing diversity for all children and families. We aim to:

- provide a secure and accessible environment in which all our children can flourish and in which all contributions are considered and valued;
- include and value the contribution of all families to our understanding of equality and diversity;
- provide positive non-stereotyping information about gender roles and diverse family structures, diverse ethnic and cultural groups and disabled people;
- improve our knowledge and understanding of issues of anti-discriminatory practice, promoting equality and valuing diversity;
- challenge and eliminate discriminatory actions;
- make inclusion a thread that runs through all of the activities of the setting;
- foster good relations between all communities.

