

HEADSTART PRE-SCHOOL
At
Shevington Vale Primary School
Runshaw Avenue
Appley Bridge
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Tel:07795 831958
Registration No EY340840



Headstart Pre-School LTD
Admissions, Payment & Complaints Policy

“Where young minds grow, independence is nurtured and inspired lives begin”

Including:

Admissions and payment policy:

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1. Headstart Sessions & Prices

Monday to Friday (Term time only including Inset and polling days).

Morning sessions – 9.00am-12.00pm

Afternoon sessions – 12.30pm-3.30pm

All day care – 9.00am-3.30pm

Lunch time – 12.00pm-12.30pm (additional session)

Headstart has the right to amend session times as appropriate at any given time

We require children to attend a minimum of 2 sessions per week or 1 full day. Children who are not eligible for funded hours will be charged at an hourly rate of:

£5.20 per hour for 2 year old's

£4.50 per hour for 3 & 4 year old's.

2. Setting Availability

Headstart Pre-School LTD holds places for up to twenty, three- and four-year olds and twelve two-year olds on any one day (thirty-two children in total).

The number of children 'on roll' can exceed the daily limit.

3. Eligibility & Funding

Children become eligible for admission to Headstart on the term after their 2nd birthday. For those eligible for two or three-year-old funding this will start the term following the child's 2nd/ 3rd birthday. Those eligible for two-year-old funding will have received a 'post card' from the local authority prior to their child's 2nd birthday, this must be brought to Headstart at the earliest opportunity. Information about tax free childcare and thirty free hours can be sought at the following web address: www.childcarechoices.gov.uk. A childcare calculator can help to guide you to the most beneficial option.

For Parents/ Guardians who are wanting to access the 30 hours free childcare Headstart requires an online application to be completed (on the above web address). Headstart will need to be in receipt of the eligibility code; child's date of birth and parent's national insurance number at least two weeks prior to the start of the term in which they wish to claim for. Headstart will then submit this information to the local authority for verification. Headstart will hold a grace period of 90 days for those who find that they no longer meet the eligibility criteria.

4. Open door policy & Application packs

Parents/ Guardians are able to visit the setting at any time to obtain an application pack. All parts of the application forms must be completed before children are placed on the waiting list. Applications to Headstart Pre-school LTD will only be accepted and checked by a member of the management team. We also request the child's original birth certificate (which will be photocopied and kept for our reference). In the application packs, consent will be requested and documented in a central log for all staff to access.

5. Termly Intake & Allocation

Intakes to the setting will run in September, January and April. Mrs A. Davies will hold the responsibility for the allocation of all places. Applications for sessions will be taken throughout the year, sessions will be confirmed by 1st June each year (for the following September). For those starting mid-way through the year allocated spaces will be confirmed at least six weeks prior to the start date in September, January or April.

Should any late applications be made children will automatically be allocated the available sessions (this may not fall in line with the list below). Headstart Pre-School LTD will release places for three and four-year-old children in the following order (these children will take priority). Applications will be taken for all children in line with our Equality, diversity & SEND policy.

1. Children whom currently (before the summer) attend Headstart Pre-school LTD. Those attending the most hours/ full days of childcare will have first refusal of session spaces/ positions.
2. 4-year-old children who will be starting school at the beginning of the next academic year. Those wanting the most hours/ full days will have first refusal of sessions/ positions.
3. 3 and 4-year-old children eligible for funded hours.
4. 3-year-old children who are non-funded.

Headstart Pre-School LTD will release places for two-year-old children in the following order:

5. Children whom currently (before the summer) attend Headstart Pre-school LTD. Those attending the most hours/ full days of childcare will have first refusal of session spaces/ positions.
6. 2-year-old children eligible for funded hours.
7. 2-year-old children who are non-funded.

Headstart Pre-School LTD cannot guarantee that a pre-school place will result in a place at the school.

6. Complaints

At Headstart Pre-School LTD we aim to provide a high quality service for all children, parents and carers. If you have any concerns or complaints during your child's time in the setting please speak to a member of staff at the earliest opportunity. We will do our utmost best to resolve any issues as soon as possible and will communicate directly with the persons involved to discuss the outcomes.

Should you be unsatisfied with the outcome we ask that a written complaint is made to the manager Mrs A.Davies. Once a written complaint is received the manager will respond within 28 days to the relevant parties.

Should you still feel unsatisfied or that you wish to discuss the feedback with Ofsted you may do so following their information below:

“You can get in touch with us at enquiries@ofsted.gov.uk or 0300 123 4666 to complain about a childcare provider. However, Ofsted's powers here are limited: we cannot resolve disputes between you and the provider. Our role is to make sure that the childcare provider is following all [registration requirements](#) and take action if necessary.

If you complain, we will review the information you provide and decide what to do. We may carry out an immediate inspection, ask the provider to take action or work with other agencies to look at any issues.

However, we will not contact you to let you know the outcome”

You can find out more about our powers in '[Information for parents about Ofsted's role in regulating childcare](#)'.

Link:

<https://www.gov.uk/government/organisations/ofsted/about/complaints-procedure>

In the event that a parent/ guardian wishes to appeal a decision not to allocate a place they must put their concerns in writing and address it to the manager Mrs A.Davies. Mrs A.Davies will reply in writing within 30 days and her decision is final. If parents/guardians wish to make a further complaint they may contact Ofsted using the settings Complaints Policy.

7. Waiting list

In the event that Headstart is oversubscribed a waiting list system will apply and the above allocation list will again be followed upon the opening of new spaces. The waiting list will not be restricted, although the manager Mrs A.Davies will make all parents aware of the possibility that a place may not be allocated determined upon the amount of children on the waiting list.

8. Attendance & Session Entitlement

Children are to attend a minimum of 2 sessions per week. If a child is absent for more than 3 weeks without good reason, their entitlement to a place will be reviewed. See collection and absence policy within the safeguarding policy.

9. Settling in

At Headstart we will provide two settling in sessions prior to the child's start date. Firstly, the child will come for a taster session for an hour with their parent and then they will come for another taster session for an hour on their own. If the child requires more settling in sessions or a staggered start e.g. after doing both taster sessions they are able to build it up to half a day before they do their allocated full day session. A key person will have already been allocated to the child in which this person will support the child in settling in and to build up a relationship.

10. Key Person

Scope

The Early Years Foundation Stage 2017 states that, 'Every child must be assigned a key person'. Their role is to help ensure that every child's care is tailored to meet their individual needs, (in accordance with paragraph 1.10), to help the child become familiar with the setting, offer a settled relationship for the child and build a relationship with their parents (3.27).

Every child in our care has a nominated key person. The main reason for this is so that each child can be given every opportunity to build a close relationship and thrive and grow in a way that is catered to their individual needs.

As children start parents will be made aware of who their child's key person is and their role (3.72)

Role of the Key Person at Headstart Pre-School

Many tasks will be shared with one, or possibly two co-key-people, but the intention should be that as much as is feasible should be done by the key person, including:

- Taking responsibility for developing secure, trusting relationships with your key children and their families.
- settling new key children into the setting gradually, spending time with each child's family to learn about the child's changing routines, interests and dispositions; with you as the main point of contact for child and family.

- Receiving and settling your key children as they arrive each day.
- Supporting the children's growing skills and independence.
- Providing a secure base for your key children by being physically and emotionally available for them to come back to, by sitting at their level and in close proximity to them.
- Comforting distressed children by acknowledging their feelings, offering explanations and reassurance calmly and gently.
- Acknowledging and allowing children to express a range of feelings: anger, joy, distress, excitement, jealousy, disappointment, love.
- Regularly recording observations and sharing them with other staff and the child's family.
- Taking responsibility for planning to meet your key children's interests and skills.
- Ensure all assessment information is current and kept up to date.
- Plan and implement any interventions for children as needed.
- Attend and support meetings for those children whom need extra support or whom have an SEN plan in place.
- Write development reviews and undertake them with parents/ guardians.
- Provide support for transitions and facilitate meetings as appropriate.

Other responsibilities

- Continue to discuss with parents/guardians at the settling in stage, and throughout their time at pre-school, all about their child. The key person will then know as much as possible about the child, their needs and wants with regard to their care and development.
- Throughout the child's time at pre-school their key person will speak to the parents/guardians and keep communication open so that any care and development needs and issues that arise can be discussed and dealt with. This way the child will have the best possible consistency of care at home and at Headstart and grow and develop in a positive way and to their full potential.
- Discuss with parents any medical needs including asthma and in turn discuss with the child how we will support them with this at the setting (including how they can communicate their need to use their inhaler). (see well child policy on administration of inhaler)
- The key person will keep an overview of their key children's observations and progress and this will help them to identify their interests and use these to plan for their future development.

- The managers will oversee all observations and planning regularly to ensure all children are given equal opportunities to enhance their developmental needs, regardless of their key person. Managers will also spot check progress records to ensure each key person is maintaining a high level of observations and record keeping.
- Developing and modeling good relationships with other key adults throughout the setting.
- Lead group activities – have an awareness of all children's needs.

With a key person system in place Headstart feels it ensures each child can develop to their full potential.

(Melissa Prescott 2-year-old language lead)
(Beth Ward Pre-school language lead)

11. Contracts

Headstart Pre-school LTD requires all parents/ guardians to read and sign a written contract before their child starts at the setting. Parents/ guardians must abide by the rules of the parent/ guardian agreement at all times.

Headstart Pre-school LTD requires a minimum of 4 weeks notice for parents/ guardians to terminate their contract.

12. Payments

Placement fees must be paid on your child's first session of each week/ term. They can be paid Via ParentMail payment, bank transfer or childcare vouchers.

13. Debt

Headstart Pre-School will not allow parents/ Guardians to occur a debt with the setting, two consistent non-payments will lead to your child's place being forfeited.

Parents/carers finding meeting the payment a problem are advised to talk to the Manager, Mrs A.Davies as soon as possible, to help resolve the situation.

If a child is taken out of the setting and debt has occurred, the setting reserves the right to pass on the relevant information to a debt collection agency. Any debt owing to the setting will continue to increase by 3% for each week outstanding.

