

HEADSTART PRE-SCHOOL
At
Shevington Vale Primary School
Runshaw Avenue
Appley Bridge
WN6 9JP
adavies@shevingtonvale.wigan.sch.uk
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).

(Session times for AM vary between 8.55am and -9.05am dependent on your child's grouping).

Morning sessions	9.00am-12.00pm
Afternoon sessions	12.30pm-3.30pm
Full day care	9.00am-3.30pm

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:

£6.50 per hour for 2 year old's

£5.50 per hour for 3 & 4 year old's.

2. Setting Availability

Headstart Pre-School LTD holds places for up to twenty four, three- and four-year olds and eight 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 from the term after their 2nd birthday. For those eligible for funding this will start the term following the child's 2nd/ 3rd birthday. Those eligible for two-year-old funding will have received notice from the local authority prior to their child's 2nd birthday, this must be shown 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 6 weeks prior to 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 and any up-front fees paid 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 so that we can verify details provided in your child's application pack.

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 January or April.

However we cannot guarantee that sessions (due to start in January and April) will not be requested sooner, by another family (already attending the setting) – therefore in this circumstance we will contact you to let you know that someone has requested a place that is being held for your child and discuss with you if you would like to take the session spaces from an earlier date and/or move back your starting date to later in the year (when more spaces become available).

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 for the first 24 spaces each day). 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-year-old children eligible for funded hours.
4. 3-year-old children who are non-funded (use funded hours at another childcare provider).

Headstart Pre-School LTD will release places for two & three-year-old children in the following order (for the first 8 spaces each day):

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 Shevington Vale Primary School _ applications for schools must be made via the council website.

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 compliant 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, this person will support the child in settling in and will communicate with parents.

10. Key Person

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 People at Headstart Pre-School

Within each group your child will be assigned a key person, with the other adult acting as supporting key person, all staff at Headstart Pre-School work hard to know your child individually and use this information to care for them and help them to learn and grow, a key person will ensure that:

- They take the responsibility for developing secure, trusting relationships with children and their families.
- They spend time with each child's family to learn about the child's changing routines, interests and disposition.
- They support the children's learning and independence skills.
- They provide a secure base for your key children by being physically and emotionally available.
- They comfort distressed children by acknowledging their feelings, offering explanations and reassurance calmly and gently.
- They acknowledge and allow children to express a range of feelings: anger, joy, distress, excitement, jealousy, disappointment, love.
- They regularly record observations and share them with other staff and the child's family at the end of each term.
- They take responsibility for planning activities to meet children's interests and skills.
- They plan and implement any interventions for children as needed.
- They attend and support meetings for those children whom need extra support or whom have an SEN plan in place.
- They write development reviews and undertake them with parents/ guardians.
- They 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.

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

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.

14. Collection of Children

If collection of your child is after the agreed end of session time (without prior notice) then the 'collection of children policy' will be followed. If a child remains uncollected after 15 minutes a £7.50 fee will be charged. This will continue for each 15 minutes of non-collection. The safeguarding policy will be followed in the event of a child being un-collected.

15. Absences

Absences from the setting must be paid for. Holiday dates / entitlements will be given to all parents/ guardians at the start of each academic year.

Headstart Pre-school run term time only, BUT are open for inset and polling days (different to that of the school).

In the unlikely event that the setting is closed through not fault of its own sessions must be paid for in full.

