



ASK KINDERGARTEN & CLUBS

All Saints' Church, Church Street, Old Isleworth, TW7 6BE

www.askkindergarten.co.uk • 07306 086666 • ask@askkindergarten.co.uk

ASK Handbook for Parents

Welcome to ASK Kindergarten & Clubs and thank you for registering your child with us. Our aim is to create a very happy home from home for our children and to engage and excite them with fun filled activities so that they are learning through play.

As parents ourselves, we know how important your child is and we strive to deliver the highest quality of care and education to help them to achieve their best. During their time at ASK, we aim to inspire our children to go on to become the very best version of themselves.

This Handbook for Parents provides you with an introduction to our kindergarten, our routines, our approach to supporting your child's learning and development and how we work together with you to best meet your child's individual needs. We keep an updated version on our website for you to refer to which can be found at:

www.askkindergarten.co.uk/information.html

ASK Kindergarten is:

- registered with Ofsted (Registration No. EY483684) to provide care and education for children between the ages of 2 and 5 years.
- open for 39 weeks each year and for 5 days each week;
- open from 9:00am to 3:00pm each day; and
- closed for half term holidays, bank holidays and school holidays as published on the Term & Holiday Dates page on our website:

www.askkindergarten.co.uk/schooltermdates.html.

ASK Sessions are:

- Morning - 9:00am to 12:00pm
- Afternoon - 12:00pm to 3:00pm
- Whole Day - 9:00am to 3:00pm
- Extended Morning plus Drop-Off to The Blue School Nursery - 9:00am to 12:30pm
- Extended Afternoon plus Pick-Up from The Blue School Nursery or St. Mary's School Nursery - 11:40am to 3:00pm

ASK Kindergarten aims to:

- provide high quality care and education for children below statutory school age;
- work in partnership with parents to help children to learn and develop;
- nurture the moral, social, emotional and physical wellbeing of each unique individual;
- add to the life and well-being of the local community by creating an open and welcoming Early Years setting; and
- offer children and their parents a service that promotes equality and values diversity.

Starting at ASK Kindergarten - *the first days*

We want your child to feel happy and safe with us. To make sure that this is the case, our members of staff will work with you to decide on how to help your child to settle into ASK. Our policy on the Role of the Key Person and Settling-in is shown at the end of this handbook.

Please bring your child's Birth Certificate on the first day as we will need to make a copy to keep on file. If your child is eligible for a funded place you will need to fill in a Parent Declaration form which can be found as part of our Registration Pack. Please ask for one if we haven't already sent it to you. For two year old funded places, we will need to see the eligibility letter sent to you by LB Hounslow and some form of proof of address which can be a recent (within 3 months) utility bill or bank statement, or your latest Council Tax bill.

Please note that if your child has a funded place, you have an obligation for your child to attend and you must let us know the reason for any absence. Persistent non-attendance will result in LB Hounslow withdrawing the funding for your child's place and you will then be liable for the full cost of the sessions.

We hope that you and your child enjoy being members of ASK and that you both find taking part in our activities interesting and stimulating. Our members of staff are always ready and willing to talk with you about your ideas, views or questions.

If you have any questions about anything, please don't hesitate to speak to Arianne (our Manager) at the beginning or end of sessions. You can also send an email to Mark (our Registered Provider/Owner). We are very friendly and happy to chat with you!

Daily Drop-Off and Pick-Up

The main entrance into ASK is under the tower of All Saints' Church. The gate will be opened at 9.00am and a member of staff will greet you and ask you to sign the daily register. You can then bring your child into the kindergarten and help them take off their coat and hang it on a peg.

If you arrive after the gate has been locked, you can either ring the bell which is just inside the locked gate or call us on 07306 086666 and we will come to let you in. Please try to arrive in good time before we lock the gate.

Please ensure that you arrive promptly to collect your child either at 12:00pm or at 3:00pm depending on their finish time. This is particularly important at 3:00pm as our members of staff have to leave in good time to collect their own children from local primary schools.

It's vital that we know who is picking up your child. If there are any changes during the day please call us on 07306 086666 to let us know. Please make sure that you speak to a member of staff rather than leaving a voicemail or sending a text message. We'll ask you for a password if we don't already know the person who is collecting your child.

If you need to call us, please be aware that at busy times we may not be able to answer the phone straight away, so please either leave a message or try calling again.

All Saints' Church has a car park that you can park in while dropping off and collecting your child. The entrance is in Park Road through the open green metal barrier between the Park Road Allotments and no. 4 Hotspur House. Turn in and drive along the gravel road which will bring you into the car park.

Illness

If your child is too ill to attend ASK, please call us on the first morning of the illness before 9:00am. If we are concerned about your child's health while they are at ASK we will phone you and ask you to come and collect them if we think it is necessary. If your child has a fever, you need to ensure that their temperature has returned to normal at least 24 hours before bringing them back to ASK.

Currently all of our members of staff hold a Paediatric First Aid qualification and they will all be able to attend to your child in case of minor accidents. We record all accidents and you will be informed at the end of the session and asked to sign our Accident Record.

Packed Lunch

If your child attends the all day session, the extended morning session or the extended afternoon session, please provide them with a packed lunch. Try to go for healthier options as we are continually promoting the idea of making healthy choices when it comes to food. Less salt and sugar is a good thing!

Drinks and Snacks

Please send your child in every day with a piece of fresh fruit. At fruit time, the children sit together and help to cut up the fruit and share it out. In this way we are teaching about both healthy eating and the social aspect of all sitting together to eat. Water is available at all times throughout all of our sessions and it's also a good idea to send your child in with their own named water bottle which we will refill as required.

Parent Consultations

There is an opportunity to see your child's key person every term at a parents' consultation where you can discuss and share information about how your child is

progressing. These early years are a partnership between us and you and we welcome any information that you might like to share with us about your child's development away from ASK.

If you have any concerns at any other time, please do not hesitate to speak to Arianne. You can have a quick chat at the beginning or end of a session or you can make an appointment for a longer discussion.

Clothing

Whilst the children all look very smart in their best clothes, it's a good idea to send them to ASK wearing clothes that you don't mind getting covered in sand, mud, water, paint, play dough and anything else that they might be playing with during the day. We encourage them to get very involved in messy play as it's a vital part of their development! As they are likely to get wet and dirty, please make sure you send your child in every day with a bag containing a change of clothes. If possible we would prefer a drawstring bag rather than a backpack as we have limited space on the pegs.

Please make sure that all clothing is named.

We provide protective trousers for the children for rainy days and muddy days at Forest School. We encourage children to gain the skills that help them to be independent and look after themselves. These include taking themselves to the toilet and taking off, and putting on, outdoor clothes. Clothing that is easy for them to manage will help them to do this.

If you have a pair of welly boots that can stay at ASK, that would be ideal, but if not, please send them in with your child each day as we will be doing Forest School on a regular basis and it can get quite muddy out there!

For emergencies, we will have a small supply of spare clothing which, if we need to put on your child, we ask that you wash and return to us as soon as you can.

If your child is still using nappies, please send in a supply of nappies, wipes and nappy bags in their clothes bag. Please talk to us when your child is ready to start toilet training so that we can work with you during that process, and please provide us with extra changes of clothing during that time as there are likely to be quite a few accidents!

Fees

Fees are payable half-termly in advance on receipt of an invoice. Each invoice generally covers two months and you have the option of either settling the whole invoice in one payment or paying for each month as shown on the invoice. Our payment due date is the 1st of the month and we request that you please pay the invoice promptly by internet banking transfer to the ASK bank account. The account name is ASK Kindergarten & Clubs, the sort code is 40-38-18 and the account number is 01836137. Please use the transaction reference that is on the invoice that you are paying. A first reminder will be

sent out after one week if the invoice has not been paid and if we need to send out a second reminder, we reserve the right to charge a late payment fee of an additional 5%.

Fees must still be paid if children are absent through illness or holidays taken during term-time or without notice for a short period of time. If your child is going to be absent over a longer period of time, please let us know, in good time, by email.

For your child to keep his/her place at ASK, you must pay the fees.

We are in receipt of nursery education funding for two, three and four year olds; where funding is not received, then fees apply.

For voucher payments, we are registered with most of the childcare voucher schemes.

Information about HM Government help with childcare costs can be found at:

www.childcarechoices.gov.uk

Fees for the 2019/20 academic year

ASK KINDERGARTEN FEES 2019/20

ASK Kindergarten Sessions:

£26.00 : Morning 9:00am to 12:00pm

£26.00 : Afternoon 12:00pm to 3:00pm

£52.00 : Whole Day 9:00am to 3:00pm

ASK Kindergarten Extended Sessions - for children who attend ASK and either The Blue School Nursery or St. Mary's Nursery:

£30.00 : Extended Morning + Nursery Drop-Off 9:00am to 12:30pm

£30.00 : Extended Afternoon + Nursery Pick-Up 11:40am to 3:00pm

If your child is eligible for 30 hours funding, we receive £15.78 per day for the 3 'Extended' hours. We deduct this from the £30.00 Extended Session fee leaving a daily fee of £14.22 (£30.00 - £15.78 = £14.22).

Deposit

We require a deposit of £100 at the time of registration for funded and non-funded children. If you decide not to take up the place or if you withdraw your child within the first month, this is non-refundable. The deposit will be credited towards your first £100 of fees, or, in the case of children who are eligible for up to 15 funded hours at the time of registration with ASK and are not attending for any additional non-funded hours, the deposit will be refunded after the first full month's attendance. The statutory guidance from the Department for Education is that: *'The provider can charge parents a deposit to*

secure their child's free place but should refund the deposit in full to parents within a reasonable timescale'.

Registration fee

A registration fee of £50 is payable at the time of registration which covers the administration costs for the process of registration and guarantees your child's place.

For children who are eligible for a funded place at the time of registration with ASK and are not attending for any additional non-funded hours, the statutory guidance from the Department for Education is that: *'The provider cannot require parents to pay a registration fee as a condition of taking up their child's free place'*. The £50 registration fee is not a condition of ASK offering the funded place and parents can opt not to pay it. However, the registration fee covers the considerable amount of work required to register a funded child through the lengthy set-up process with the London Borough of Hounslow's Early Years Funding Hub as well as the ongoing process of administering the funding applications. We hope that all parents are happy to pay this.

Funding Information

15 Hours Funding - *for eligible 2 year olds:*

Parents of children eligible to receive 15 hours funding for 2 year olds will usually receive a letter from the Early Years team at LB Hounslow. If you think you might be eligible and you haven't received a letter, you can check by following this link to the council's online eligibility checker: fsd.hounslow.gov.uk/kb5/hounslow/fsd/fel.page

15 Hours Funding - *for 3 to 5 year olds:*

All children are eligible for 15 hours funding from the beginning of the term after their 3rd birthday. Funding is for 38 weeks (570 hours total) per school year (September to July). Parents need to complete a Parent Declaration Form which is available from ASK.

30 Hours Funding - *for children who attend ASK Kindergarten and The Blue School Nursery or St. Mary's Nursery:*

The Blue School and St. Mary's School claim the first 15 Universal hours funding. For eligible children, ASK can claim the 15 Extended hours which make up the 30 hours. To check eligibility, please follow this link to the GOV.UK website:

www.gov.uk/help-with-childcare-costs

For ASK to be able to claim the 15 Extended hours funding, parents must have applied for a 30 hour code by the deadline which is the end of the month before the start of each term i.e. August 31st for the Autumn term, December 31st for the Spring term and March 31st for the Summer term. Once parents have received the 30 hour code it needs to be given to ASK to complete an online validation before the funding can be claimed. Extended hours funding covers 3 hours per day at ASK for 38 weeks (570 hours) per school year (September to July).

We receive £15.78 per day for the 3 Extended hours and this is deducted from the £30.00 Extended Session fee leaving a daily fee of £14.22 (£30.00 - £15.78 = £14.22) to cover the extra time spent at ASK and the pick-up or drop-off.

Parents need to complete a Parent Declaration Form which is available from ASK.

Please note that your 30 hour code needs to be re-confirmed every 3 months by logging into your Childcare Services account.

Early Years Pupil Premium

The Early Years Pupil Premium (EYPP) is designed to narrow the attainment gap between young children from low-income families and their peers by improving the facilities, equipment and learning experiences to benefit the growth and development of eligible children. The EYPP provides an extra 53 pence per hour for three and four year old children whose parents are in receipt of certain benefits or who were formerly in local authority care but who left care because they were adopted or were subject to a special guardianship or child arrangements order. This means up to an extra £302 a year for each child taking up to the full 570 hours funded entitlement to early education. EYPP is paid directly to childcare providers by the local borough. Our Registration Form asks for the dates of birth and National Insurance numbers of parents and these are used to do an online eligibility check for the EYPP.

We can use the extra funding in any way we choose to improve the quality of the early years education that we provide for children who are eligible. This could include, for example, additional training for our staff or additional resources specifically tailored to eligible children.

Notice of Leaving

We require a minimum of 1 month's notice in writing by email if, for any reason, your child will be leaving ASK, otherwise there will be a charge of 1 month's fees in lieu.

Parents

You are regarded as members of ASK who have full participatory rights. These include a right to be:

- valued and respected;
- kept informed;
- consulted;
- involved; and
- included at all levels.

How parents take part at ASK

ASK recognises parents as the first and most important educators of their children. All of our staff see themselves as partners with parents in providing care and education for their

children. There are many ways in which parents take part in making ASK a welcoming and stimulating place for children and parents, such as:

- exchanging knowledge about their children's needs, activities, interests and progress with our staff;
- contributing to the progress check at age two;
- helping at sessions at ASK;
- sharing their own special interests with the children;
- helping to provide and look after the equipment and materials used in the children's play activities;
- taking part in events and informal discussions about the activities and curriculum provided by ASK;
- joining in community activities, in which ASK takes part; and
- building friendships with other parents at ASK.

Parent helpers

ASK encourages parents to join us as helpers at a particular session or sessions. Helping at the session enables parents to see what the day-to-day life of ASK is like and to join in helping the children to get the best out of their activities.

Joining in

Being a parent helper is not the only means of taking part in the life of ASK. Parents can offer to take part in a session by sharing their own interests and skills with the children. We also welcome parents to drop in and see ASK at work or speak with members of staff.

Key person and your child

ASK uses a key person approach. This means that each member of staff has a group of children for whom they are particularly responsible. Your child's key person will be the person who works with you to make sure that the childcare that we provide is right for your child's particular needs and interests. When your child first starts at ASK, they will help your child to settle and throughout your child's time at ASK, they will help your child to benefit from our activities.

Learning opportunities for adults

As well as gaining childcare qualifications, our staff take part in further training to help them to keep up-to date with thinking about early years care and education. We also keep up-to-date with best practice, as a member of the Pre-school Learning Alliance, through *Under 5* magazine and other publications produced by the Alliance. The current copy of *Under 5* is available for you to read at ASK. From time to time we hold learning events for parents. These usually look at how adults can help children to learn and develop in their early years.

Timetable and routines

We believe that care and education are equally important in the experience that we offer children. The daily routines and activities at ASK are provided in ways that:

- help each child to feel that he/she is a valued member of ASK;
- ensure the safety of each child;
- help children to gain from the social experience of being part of a group; and
- provide children with opportunities to learn and help them to value learning.

We organise our sessions so that the children can choose from, and work at, a range of activities and, in doing so, build up their ability to select and work through a task to its completion. The children are also helped and encouraged to take part in adult-led small and large group activities, which introduce them to new experiences and help them to gain new skills, as well as helping them to learn to work with others. Outdoor activities contribute to children's health, their physical development and their knowledge of the world around them. The children have the opportunity, and are encouraged, to take part in outdoor child-chosen and adult-led activities, as well as those provided in the indoor playrooms.

Children's development and learning

We aim to ensure that each child:

- is in a safe and stimulating environment;
- is given generous care and attention, because of our ratio of qualified staff to children, as well as volunteer helpers;
- has the chance to join in with other children and adults to live, play, work and learn together;
- is helped to take forward his/her learning and development by being helped to build on what he/she already knows and can do;
- has a personal key person who makes sure each child makes satisfying progress;
- is in a setting that sees parents as partners in helping each child to learn and develop; and
- is in a setting in which parents help to shape the service it offers.

The Early Years Foundation Stage

Provision for the learning and development of children from birth to 5 years is guided by the Early Years Foundation Stage. ASK reflects the four overarching principles of the *Statutory Framework for the Early Years Foundation Stage* (DfE 2014):

- ***A Unique Child***

Every child is a unique child who is constantly learning and can be resilient, capable, confident and self-assured.

- ***Positive Relationships***

Children learn to be strong and independent through positive relationships.

- ***Enabling Environments***

Children learn and develop well in enabling environments, in which their experiences respond to their individual needs and there is a strong partnership between practitioners, parents and carers.

- ***Learning and Development***

Children develop and learn in different ways and at different rates. The framework covers the education and care of all children in early years provision including children with special educational needs and disabilities.

How we provide for learning and development

Children start to learn about the world around them from the moment they are born. The care and education offered by ASK helps children to continue to do this by providing all of the children with interesting activities that are appropriate for their age and stage of development.

The 7 Areas of learning and development are:

- ***Prime Areas***

- Personal, social and emotional development
- Physical development
- Communication and language

- ***Specific Areas***

- Literacy
- Mathematics
- Understanding the world
- Expressive arts and design

For each area, the level of progress that children are expected to have attained by the end of the Early Years Foundation Stage is defined by the Early Learning Goals. These goals state what it is expected that children will know, and be able to do, by the end of the reception year of their education.

The ***Early Years Outcomes*** (DfE 2013) guidance sets out the likely stages of progress a child makes along their progress towards the Early Learning Goals. ASK has regard to these when we assess children and plan for their learning. Our programme supports children to develop the knowledge, skills and understanding they need for:

Personal, social and emotional development

- making relationships
- self-confidence and self-awareness
- managing feelings and behaviour

Physical development

- moving and handling
- health and self-care

Communication and language

- listening and attention
- understanding
- speaking

Literacy

- reading
- writing

Mathematics

- numbers
- shape, space and measure

Understanding the world

- people and communities
- the world
- technology

Expressive arts and design

- exploring and using media and materials
- being imaginative

Our approach to learning, development and assessment

Learning through play

Being active and playing supports young children's learning and development through doing and talking. This is how children learn to think about and understand the world around them. We use the EYFS statutory guidance on education programmes to plan and provide opportunities which will help children to make progress in all areas of learning. This programme is made up of a mixture of activities that children plan and organise for themselves (child-led) and activities planned and led by practitioners (adult-led).

Characteristics of effective learning

We understand that all children engage with other people and their environment through the characteristics of effective learning that are described in the Early Years Foundation Stage as:

- playing and exploring - engagement;
- active learning - motivation; and
- creating and thinking critically - thinking.

We aim to provide for the characteristics of effective learning by observing how a child is learning and being clear about what we can do and provide in order to support each child to remain an effective and motivated learner.

Assessment

We assess how young children are learning and developing by observing them frequently. We use information that we gain from observations, as well as from photographs or videos of the children, to document their progress and where this may be leading them. We believe that parents know their children best and we will ask you to contribute to assessment by sharing information about what your child likes to do at home and how you, as parents, are supporting development.

We make periodic assessment summaries of children's achievement based on our on-going development records. These form part of children's records of achievement. We undertake these assessment summaries at regular intervals, as well as times of transition, such as when a child goes on to school.

The progress check at age two

The Early Years Foundation Stage requires that we supply parents and carers with a short written summary of their child's development in the three prime areas of learning and development - personal, social and emotional development; physical development; and communication and language - when a child is aged between 24 - 36 months. Your child's key person is responsible for completing the check using information from on-going observational assessments carried out as part of our everyday practice, taking account of the views and contributions of parents and other professionals.

Records of achievement

We keep a record of achievement for each child in the form of an online Learning Journal. Your child's Learning Journal helps us to celebrate together his/her achievements and to work together to provide what your child needs for his/her well-being and to make progress. Your child's key person will work in partnership with you to keep this record. To do this you and they will collect information about your child's needs, activities, interests and achievements. This information will enable the key person to identify your child's stage of progress. Together, we will then decide on how to help your child to move on to the next stage.

Working together for your children

We maintain the ratio of adults to children at ASK that is set by the Safeguarding and Welfare Requirements. We also have volunteer parent helpers, where possible, to complement these ratios. This helps us to:

- give time and attention to each child;
- talk with the children about their interests and activities;
- help children to experience and benefit from the activities we provide; and
- allow the children to explore and be adventurous in safety.

Policies

Our staff can explain our policies and procedures to you, copies of which are available at ASK or on our website: www.askkindergarten.co.uk/policiesandprocedures.html. Our policies help us to make sure that the service provided by ASK is a high quality one and that being a member of ASK is an enjoyable and beneficial experience for each child and his/her parents. Our policies are reviewed on a regular basis (at least annually) and we welcome the participation of parents to work with us to adopt the policies. Reviewing the policies makes sure that they are enabling ASK to provide a quality service for its members and the local community.

As part of the registration process we are required to provide you with these links to our website to particular policies that you should read before your child starts at ASK:

- **03. ASK Safeguarding and Child Protection**
- **33. ASK Admissions**
- **41. ASK Making a Complaint**

Information we hold about you and your child

We have procedures in place for the recording and sharing of information (data) about you and your child that is compliant with the principles of the General Data Protection Regulations (2018) as follows:

The data is we collect is:

1. Processed fairly, lawfully and in a transparent manner in relation to you and your family.
2. Collected for specified, explicit and legitimate purposes and not further processed for other purposes incompatible with those purposes.
3. Adequate, relevant and limited to what is necessary in relation to the purposes for which data is processed.
4. Accurate and, where necessary, kept up to date.
5. Kept in a form that permits identification of you and your family for no longer than is necessary for the purposes for which the personal data is processed.
6. Processed in a way that ensures appropriate security of the personal data including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or organisational measures.

When you register your child with us, we will provide you with a privacy notice that gives you further details of how we fulfil our obligations with regard to your data.

For further information about how or why ASK collects personal data or how ASK uses and protects personal data, please follow these links to particular Policies and Procedures on our website:

- **35. Children's Records**
- **36. Provider Records**

- **37. Transfer of Records to School**
- **38. Confidentiality & Access to Records**
- **39. Information Sharing**

Safeguarding children

ASK has a duty under the law to help safeguard children against suspected or actual ‘significant harm’. Our employment practices ensure children against the likelihood of abuse at ASK and we have a procedure for managing complaints or allegations against a member of staff. Our way of working with children and their parents ensures that we are aware of any problems that may emerge and can offer support, including referral to appropriate agencies when necessary, to help families in difficulty.

Please read our Safeguarding and Child Protection Policy and Procedures which is available on our website by clicking on this link:

03. ASK Safeguarding and Child Protection

Special educational needs and disabilities

To make sure that ASK meets the needs of each individual child, we take account of any special needs a child may have. We work to the requirements of the Special Educational Needs and Disability Code of Practice: 0 to 25 years (2015).

Our Special Educational Needs Co-ordinator is:	Arianne Duch
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The Management of ASK

ASK is owned and governed by:	Mark Hinton Stewart
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The staff who work at ASK Kindergarten are:

Name	Job Title	Qualifications and Experience
Mark Hinton Stewart	Registered Provider, Owner and Administrator	BA (Hons) Degree in Music, Forest School Assistant, Paediatric First Aid, DBS checked.
Arianne Duch	Manager	Level 3 Childcare, Forest School Leader, Paediatric First Aid , DBS checked.
Rukhsana Mahmood	Deputy Manager	Level 3 Childcare, Paediatric First Aid, DBS checked
Penny James	Early Years Practitioner	Level 3 Early Years Educator, Paediatric First Aid, DBS checked.
Marie Lamb	Early Years Practitioner	Level 3 Childcare, Paediatric First Aid, DBS checked
Michelle Collinet-Stewart	French Teacher	MA Degree in History of Art and Archeology, DBS checked.

Ofsted registration

ASK Kindergarten & Clubs is registered with Ofsted - Registration No. EY483684.

Our latest Ofsted Inspection Report is at: www.askkindergarten.co.uk/information.html

The Role of the Key Person and Settling-In Policy

Policy statement

At ASK Kindergarten & Clubs (ASK) we believe that children settle best when they have a key person to relate to, who knows them and their parents well, and who can meet their individual needs. Research shows that a key person approach benefits the child, the parents, the staff and the setting by providing secure relationships in which children thrive, parents have confidence, staff are committed and the setting is a happy and dedicated place to attend or work in.

We want children to feel safe, stimulated and happy at ASK and to feel secure and comfortable with our members of staff. We also want parents to have confidence in both their children's well being and their role as active partners with ASK. We aim to make ASK a welcoming place where children settle quickly and easily because consideration has been given to the individual needs and circumstances of children and their families.

The key person role is set out in the Safeguarding and Welfare Requirements of the Early Years Foundation Stage. Each child must have a key person. These procedures set out a model for developing a key person approach that promotes effective and positive relationships for children.

Procedures

- We allocate a key person before the child starts.
- The key person is responsible for:
 - providing an induction for the family and for settling the child into ASK;
 - completing relevant forms with parents, including consent forms.;
 - explaining our policies and procedures to parents with particular focus on policies such as safeguarding and our responsibilities under the Prevent Duty;
 - offering unconditional regard for the child and being non-judgemental;
 - working with the parents to plan and deliver a personalised plan for the child's well-being, care and learning.;
 - acting as the key contact for the parents;
 - developmental records and for sharing information on a regular basis with the child's parents to keep those records up-to-date, reflecting the full picture of the child at ASK and at home;
 - having links with other carers involved with the child and co-ordinating the sharing of appropriate information about the child's development with those carers; and
 - encouraging positive relationships between children in her/his key group, spending time with them as a group each day.

- We promote the role of the key person as the child's primary carer at ASK, and as the basis for establishing relationships with other adults and children.

Settling-in

- Before a child starts to attend ASK, we use a variety of ways to provide his/her parents with information. These include written information (including our Handbook for Parents and policies), displays about activities available within ASK, information days and evenings, and individual meetings with parents.
- During the half-term before a child is enrolled, we provide opportunities for the child and his/her parents to visit ASK.
- The key person welcomes and looks after the child and his/her parents at the child's first session and during the settling-in process.
- We may offer a home visit by the person who will be the child's key person to ensure all relevant information about the child can be made known.
- We use pre-start visits and the first session at which a child attends to explain and complete, with his/her parents, the child's registration records.
- When a child starts to attend, we explain the process of settling-in with his/her parents and jointly decide on the best way to help the child to settle into ASK.
- We have an expectation that the parent, carer or close relative, will stay for most of the session during the first week, gradually taking time away from their child; increasing this time as and when the child is able to cope.
- Younger children will take longer to settle in, as will children who have not previously spent time away from home. Children who have had a period of absence may also need their parent to be on hand to re-settle them.
- We judge a child to be settled when they have formed a relationship with their key person; for example, the child looks for the key person when he/she arrives, goes to them for comfort, and seems pleased to be with them. The child is also familiar with where things are and is pleased to see other children and participate in activities.
- When parents leave, we ask them to say goodbye to their child and explain that they will be coming back, and when.
- We recognise that some children will settle more readily than others, but that some children who appear to settle rapidly are not ready to be left. We expect that the parent will honour the commitment to stay for at least the first week, or possibly longer, until their child can stay happily without them.
- We do not believe that leaving a child to cry will help them to settle any quicker. We believe that a child's distress will prevent them from learning and gaining the best from ASK.
- We reserve the right not to accept a child into ASK without a parent or carer if the child finds it distressing to be left. This is especially the case with very young children.

- Within the first four to six weeks of starting, we discuss and work with the child's parents to begin to create their child's record of achievement.

The progress check at age two

- The key person carries out the progress check at age two in accordance with any local procedures that are in place and referring to the guidance *A Know How Guide: The EYFS progress check at age two*.
- The progress check aims to review the child's development and ensures that parents have a clear picture of their child's development.
- Within the progress check, the key person will note areas where the child is progressing well and identify areas where progress is less than expected.
- The progress check will describe the actions that will be taken by us to address any developmental concerns (including working with other professionals where appropriate) as agreed with the parent(s).
- The key person will plan activities to meet the child's needs within ASK and will support parents to understand the child's needs in order to enhance their development at home.