

# Welcome Pack For New Parents Guidance

SAMPLE

This information is intended as a guide and should be tailored to meet an individual childcare provider's needs.

We have included some useful information and bullet points to help you put your prospectus/Welcome pack together.

### Contents

1. Welcome, about the setting and aims and objectives (include information regarding OFSTED Inspection)
2. Staff members (qualifications/experience)
3. Management/Governance
4. Opening hours, snacks and meals
5. Early Years Foundation Stage and Areas of learning.
6. Key person and progress records
7. Parental Involvement & Partnership with Parents
8. Training Opportunities
9. General information and Policies – illnesses and exclusions, Medications, Safeguarding, Non collection of children.
10. Special Needs
10. Settling-in policy.
11. Fees – Admissions
12. Terms and Conditions
13. Complaints

## **Welcome, Aims and Objectives**

Here are some pointers to what you might like to include on your welcoming page:

- A welcome to all parents/carers at your provision.
- Information about the setting, i.e. how, when and why the provision started.
- Number of places available.
- Age of children provision is registered for.
- Ofsted registration and outcome of last inspection (how is the report shared with parents?).
- Quality Assurance (if applicable).

You could then list the aims and objectives of the setting.

## **Staff Members**

Introduce your staff

- Signpost parents/carers to the notice board with details and pictures of staff.
- State that the setting adhere to/exceed Early Years Foundation Stage(EYFS) welfare requirements whereby at least one member of staff holds a level 3 qualification and half of all other staff a level 2 qualification and always 2 staff on duty at any one time.
- Detail the experience that your staff have.
- Mention regular volunteers and students – that you welcome volunteers and students into the setting.

Everyone working at (*insert name*) has been CRB checked before they commence employment. New members of staff who have not yet received CRB clearance are not left alone with children or permitted to change nappies or take children to the toilet. Staff are recruited within an Equal Opportunities framework.

## **Management**

If you are committee run let them know:

- Parent management committee.
- Committee contact details (if applicable).
- Annual General Meeting (when it's held).
- Roles of committee.
- Open meetings.

OR

- Private ownership /partnership, Independent school, School Governance.
- Who the provision is owned by, what their role is and how often they visit the setting.

### Training Opportunities

Performance management system, briefly discuss appraisals and regular reviews.

All staff keep up to date with training.

- Explain what is available - core training.
- Let parents/carers know what they could attend – Parent partnership (if applicable).

### Opening Hours

Service	From	To
Breakfast Club Hours	8am	9am
Out of School Club Hours	3pm	6pm
Holiday Club Hours	8am	6am
Pre-school hours	9am 1pm	12pm 3pm
Lunch session (additional cost)	12pm	1pm
Nursery Hours	8am 1pm 8am	1pm 6 pm 6 pm

\*These are example times

(Insert setting name) is open for \_\_\_\_\_ weeks of the year.

Include information about bank holidays and any holidays your setting may be closed.

Adapt as applicable to your provision.

### Early Years Foundation Stage

- Early Years Foundation Stage principles.
- Areas of learning.

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- Early Years Entitlement – explain how EYE funding works.
- Age of children, detailing that children who are eligible for EYE take priority with regards admissions.
- Ofsted Inspection.
- Planning.
- Multiagency working –Birth to Five Service, Speech and Language Therapist or Health Visitor.

### **Key person and Progress records**

Discuss the key person system and progress record/special books – parental involvement towards this etc.

### **Parental Involvement**

(Insert name) sees parents/carers as the most important educators in their child's life. We would like to work in partnership with you in providing care and education for your child/children.

There are many ways in which parents/carers and (insert name) can work in partnership.

- Volunteering
- Management Committee
- Fundraising
- Exchanging knowledge with staff about their child/children
- Informal discussions
- Helping at events and outings.

Ask parents to let you know if their child will be attending another setting (including a childminder) and explain that you will communicate with the other providers, how you do this (e.g. a book that goes between settings) and why.

### **Policies**

These policies are required and are available on request.

List all policies.

May like to add the key points from the following policies:

- Behaviour management
- Special needs
- Illnesses and exclusion
- Medications
- Non collection of children
- Safeguarding policy and procedure

It is important that you convey to parents the importance that they tell the setting if their child has been given medications at home, prior to them attending the setting, even if they do not wish for you to give more. This information may be important in the case of a sudden rise in temperature or a medical emergency.

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### **Special Needs**

- Introduce SENCO.
- Role of the SENCO.
- Explain about area SENCO.
- Disability Discrimination Act information.
- Meeting the needs of individual children.
- Refer to your policy.

### **Settling In**

- Refer to policy.
- What you will do.
- How parents/carers can help or stay if they wish.
- Clothing, equipment they will need to supply (such as nappy cream, sun cream, appropriate clothing for all weather to enable outdoor learning).
- How you inform parents/carers of how their child/children are settling in.

### **Admissions**

Make reference to your admissions policy, and highlight the following:

- Age related, older the child the higher up the list.
- Early Years Entitlement.
- First come first served.
- Siblings.

### **Terms and Conditions**

- Information on consents.
- Notice period if a child leaves.
- Late payment of fees.
- Any discounts (If applicable).
- In the event of the nursery having to close due to unforeseen circumstances – information about refunds of fees etc.

- Registration fee if applicable to reserve place (if applicable).
- Summary of Illness and exclusion.

### **Fees**

- Current fees.
- When fees are to be paid i.e. weekly, monthly, every term.
- Registration fee (if applicable).
- Who cheques are to be made payable to.
- Child care voucher, information on TAX credits.
- Holiday fees.
- When are fees reviewed i.e. yearly?
- What do fees include? Meals.

### **Snacks and Meals**

- Explain about promoting healthy eating, cooked or packed lunch.
- What the parents need to provide if the setting can only offer a packed lunch –cool packs, healthy choices etc.
- That children and adults eat together.
- Sample menus.
- Sample snack menus.
- Meeting dietary requirements.
- Water available through out the session.

### **Complaints**

Include reference to your setting policy within this section with OFSTED contact information.

(Insert name) takes all complaints/concerns seriously and all issues will be responded to verbally or in writing where appropriate.

1. In the first instance the concerns/complaint should be made to the manager/supervisor who will respond to it immediately.
2. If the parent/ carer are not satisfied with the outcome they may contact the chair of the committee or owner.
3. If it is still not resolved to the satisfaction of the parent/carers, they should write to Ofsted early years at:



**Ofsted  
Floor 3  
The Royal Exchange Buildings  
St Anne's Square  
Manchester  
M2 7LA  
Tel. 0300 123 1231**

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