



# Settling-In Procedure and Policy

We understand that it can be difficult for parents/carers to leave their child in a childcare setting for the first time, particularly if the child is upset when their parent/carer leaves. We therefore aim to support you and work with you to ensure your child settles as quickly and as easily as possible.

## How will we support your child?

We want all children to feel safe, happy and stimulated in the nursery as well as feel secure and comfortable with all staff. It is also important to us that you as parents/carers feel part of the setting and have confidence in your child's well-being whilst in our setting.

Before your child's first session at Puddle Ducks, you will already have:

- Met the manager, and some staff and visited the setting with your child.
- Signed a contract and relevant permission forms.
- Discussed your child's:
  - needs, abilities and interests;
  - family background;
  - previous childcare experiences (where applicable);
  - preferred calming techniques;
  - medical and/or dietary needs;
  - special requirements
  - (where applicable);
  - been assigned your child's key person.

Please note that the key person can change during the settling-in process if your child is bonding more with another staff member.

## What will happen at my child's first session?

You are welcome to stay for the first 15 minutes of the first session if you wish.



Parents/carers are then asked to keep goodbyes brief in following settling-in sessions - this can help children to settle easier afterwards.

You are more than welcome to call the nursery to see how your child is getting on during the longer settling-in sessions.

Some children will take longer than others to settle. We will work with you to support your child throughout this transition period and make it as easy as possible for you all. This may mean more settling-in sessions.

If your child is particularly upset and hasn't settled after 1 hour then we will call you to collect your child and we will discuss a gradual settling-in schedule.

In some cases children may take longer to settle than others. In these cases we have a range of techniques to try and help the situation, while we might suggest a more gradual settling in period. This might mean it takes longer to reach the full and agreed schedule. Although these decisions will be in collaboration with you, we retain the right to make the final decision based on our professional opinions and the well-being of the child, our staff and other customers.

If circumstances occur where we have exhausted all techniques and we don't feel there is any progress we retain the right to recommend you seek a different provider or delay your start with our nursery. In these situations we retain the right to permanently withdraw our service, and will consider what level of notice period is appropriate for the circumstances.