

## Settling in Policy – COVID 19

We aim to ensure your child's introduction to our setting is as stress free as possible. Once a place has been offered, we will invite your child to settle in within the first week of their official starting date. The settling in visits are included as part of your child's nursery fees, please be reassured that there are no additional charges for settling in visits. During your child's first week, they be invited to attend three short visits over three days. After these three visits, your child will begin to attend their normal registered days. Settling in helps to familiarise you and your child with the setting, their allocated key-person, the other staff and the other children.

Owing to the COVID 19 pandemic, we are currently unable to invite parents and carers to stay as part of settling in visits. We understand that this may be an anxious time for both you and your child, but we will do our best to support you and your child during the settling process. Please feel free to ask any questions or share any concerns you have. We can be contacted by telephone on 020 8521 5524 (Ext. 1 for Greenleaf Site or Ext 2 for Erskine Site) or by email to [info@sunbeamspt.co.uk](mailto:info@sunbeamspt.co.uk)

We understand that a child who is tense or unhappy will not be able to play or learn properly, so it is important for parents/carers and key-person/staff to work together to help the child feel confident and secure in the setting. This can take longer for some children, but parents/carers should not feel worried if their child takes a while to settle in. You must be prepared to accept that it may take some time for your child to adjust to the setting, but very few children fail to settle eventually. We find that leaving your child in the setting for short periods of time helps to ease the separation process. Please remember, the more your child familiarises themselves with the setting and experiences the activities on offer, the sooner they will feel more settled. Please see our settling in timetable below:

- **Day 1 of your child's first week**

Please arrive at the setting for 9.30 am to drop your child off for their first settling in period. We recommend that you leave your child in settling until 11.30 am.

- **Day 2 of your child's first week**

Please arrive at the setting for 9.30 am to drop your child off for their second settling in period. We recommend that you leave your child in settling until 1.30 pm.

- **Day 3 of your child's first week**

By day three, your child may be ready to stay for longer. Please arrive at the setting for 9.30 am and we recommend collect your child at 3.30 pm. Do not be concerned if this is not the case, you are welcome to collect your child before this time.



### **Outstanding in All Areas 2018:**

Effectiveness of the leadership and management - **Outstanding**  
Quality of teaching, learning and assessment - **Outstanding**  
Personal development, behaviour and welfare - **Outstanding**  
Outcomes for children - **Outstanding**

Head Office - 8 Greenleaf Road, Walthamstow, E17 6QQ, 0208 521 5524 - Company number 06629042





Correspondence Address: 124 Erskine Road Walthamstow, London, E17 6SA  
Telephone: 020 8 521 5524 (option 1 for Greenleaf Site or option 2 for Erskine Site)  
Email: [info@sunbeamspt.co.uk](mailto:info@sunbeamspt.co.uk)

Settling in periods are flexible and we will work in partnership with you to find the correct balance for your child's individual needs. Therefore, please be aware that you may collect your child earlier or leave them longer during the settling in period depending on how well they settle in. To keep you informed of how your child is settling in, their key-person will ring you to give you feedback during their visit. You are also welcome to call and ask for an update if you would like.

In the very unlikely event that your child does not seem to settle at the setting, we will review the situation with you and discuss the other possible options to help them settle. If after these strategies, you still feel your child is not settling and wish to terminate the contract, two months' notice must be given in writing and two month's fees are payable.

During the settling in period, your child's key-person will be supporting your child as they become familiar with the setting and will provide you with regular telephone feedback to let you know how the visit went. The key-person will also be observing your child during the settling in period in order get to know them and their needs better. We will share these observations with you and we will ask you to sign them to confirm that this information has been shared with you.



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