

10.1 Admissions

Safeguarding and Welfare Requirement: Information and Records

Providers must maintain records and obtain and share information to ensure the safe and efficient management of the setting, and to ensure the needs of all children are met.

Policy Statement

The William Older Playgroup constitution states that “the setting exists to provide safe and satisfactory group play for the promotion of the education of children of Angmering district who are under the statutory school age.”

It is our intention to make our setting accessible to children and families from all sections of the local community. We aim to ensure that all sections of our community have access to the setting through open, fair and clearly communicated procedures.

We have a welcome pack which is given to all prospective parents and carers who enquire about places at the playgroup.

General Principles

- We ensure that the existence of our settings and policies are widely advertised in places accessible to all sections of the community.
- We ensure that information about our settings are easily accessible to all. in written and spoken form.
- We keep a place vacant, if possible, to accommodate an emergency admission.
- We describe our setting and its practices in terms that make it clear that it welcomes both fathers and mothers, other relations and other carers, including childminders.
- We welcome all children irrespective of gender, special educational needs, disabilities, social background, religion and ethnicity or from English being a newly acquired additional language.
- We describe our setting and its practices in terms of how it enables children and/or parents with disabilities to take part in the life of the setting, where reasonably possible
- We monitor the gender and ethnic background of children joining the group.
- We make our Equal Opportunities Policy accessible and widely known.

Procedures

- An application for our waiting list can only be considered once a signed registration form and an administration fee are received. Applicants will in turn receive a dated receipt and a William Older t-shirt as confirmation.
- Each half term we will assess the spaces we have available for the following term (i.e. in October, we will consider applications for the following January) for both new children wishing to join the playgroup, and existing children who want to change or increase the number of sessions they attend.
- It is the manager’s decision on how spaces are allocated as many possible implications need to be considered before offering places. Please note it is not as straightforward as having a certain number of spaces. We aim to have spaces for 2, 3 & 4 year olds, however staffing availability, skill sets & physical space has an influence on places offered.
- The safety of the children and staff and the quality of our setting is always our utmost priority.

We will allocate spaces for the morning sessions in the following order:

1. LAC/SEND/vulnerable families will be given priority.
2. New children in receipt of two-year-old funding.

3. Children wishing to increase their sessions following their 3rd birthday and receipt of the 15-hour extended entitlement (i.e. they have a 30-hour eligibility code).
4. Existing children wishing to increase their sessions following their 3rd birthday and in receipt of the 15 universal hour funding.
5. New children in receipt of 15 hours universal funding following their 3rd birthday.
6. New children aged 2 or 3 (but not yet old enough to receive universal hours) who will pay privately for their sessions
7. New children in receipt of the extended 15-hour funding (i.e. they have a 30-hour eligibility code).

We will allocate spaces for the afternoon sessions based on the following:

1. LAC/SEND/vulnerable families will be given priority.
2. Existing children in their final year before school and in receipt of 15 hours' universal hours (or 15 extended hours)
3. New children in their final year before school and in receipt of 15 hours' universal hours (or 15 extended hours)
4. Existing children in receipt of 15 hours extended funding following their 3rd birthday.
5. New children in receipt of 15 hours extended funding following their 3rd birthday.

All things being equal we will then consider:

1. Residence in the Parish of Angmering.
2. The date the application form and accompanying registration form was received
3. If siblings are currently attending the WOPG or either St Margaret's or St Wilfrid's Primary Schools.

Please note that the Manager will allocate spaces based on the staff available, and the ages of the children attending each session so that we maintain safe and legal staff-children ratios. If there are circumstances which parents/carers feel ~~mean~~ we should prioritise an application for any other reason they should write a letter or arrange a meeting with the Manager, outlining their case.

If the applicant wishes to appeal against the manager's decision, ~~then~~ they can write to the Trustees who will review the application.

All applications and correspondences are strictly confidential.

This policy was adopted at a meeting of
Held on
Date to be reviewed
Signed on behalf of the Trustees
Name of signatory
Role of signatory

WILLIAM OLDER PLAYGROUP
17th June 2018
June 2019
Diana Hannant
Diana Hannant
Trustee

Safeguarding and Welfare Requirement: Information and Records

Providers must put in place a written procedure for dealing with concerns and complaints from parents and/or carers.

10.10 Making a complaint

Policy statement

We aim to offer a welcome to each individual child and family and to provide a warm and caring environment within which all children can learn and develop as they play. We believe children and parents are entitled to expect courtesy, and prompt, careful attention to their needs and wishes. Our intention is to work in partnership with parents and the community generally and we welcome suggestions on how to improve our group at any time. We anticipate that most concerns will be resolved quickly by an informal approach to the appropriate member of staff. If this does not

achieve the desired result, we have a set of procedures for dealing with concerns. We aim to bring all concerns about the running of our setting to a satisfactory conclusion for all of the parties involved.

All settings are required to keep a written record ('summary log') of any complaints that reach stage 2 and above and their outcome. This is to be made available to parents as well as to Ofsted inspectors on request. A full procedure is set out in the Pre-school Learning Alliance publication *Complaint Investigation Record* which acts as the 'summary log' for this purpose

Making a complaint

Stage 1

- Any parent who has a concern about an aspect of the setting's provision talks over, first of all, his/her concerns with the setting leader.
- Most complaints should be resolved amicably and informally at this stage.

Stage 2

- If this does not have a satisfactory outcome, or if the problem recurs, the parent moves to this stage of the procedure by putting the concerns or complaint in writing to the Manager and the Trustees.
- For parents who are not comfortable with making written complaints, the playgroup will provide a template form for recording complaints; the form may be completed with the person in charge and signed by the parent.
- The setting stores written complaints from parents in the office.
- When the investigation into the complaint is completed, the setting leader or manager meets with the parent to discuss the outcome.
- Parents will be informed of the outcome of the investigation within 28 days of making the complaint.
- When the complaint is resolved at this stage, the summative points are logged in the Complaints Summary Record.

Stage 3

- If the parent is not satisfied with the outcome of the investigation, he or she requests a meeting with the setting leader and a Trustee. The parent should have a friend or partner present if required and the leader should have the support of the one of the Trustees, present.
- An agreed written record of the discussion is made as well as any decision or action to take as a result. All of the parties present at the meeting sign the record and receive a copy of it.
- This signed record signifies that the procedure has concluded. When the complaint is resolved at this stage, the summative points are logged in the Complaints Summary Record.

Stage 4

- If at the stage three meeting the parent and setting cannot reach agreement, an external mediator is invited to help to settle the complaint. This person should be acceptable to both parties, listen to both sides and offer advice. A mediator has no legal powers but can help to define the problem, review the action so far and suggest further ways in which it might be resolved.
- The mediator keeps all discussions confidential. S/he can hold separate meetings with the setting personnel (Manager/Trustees) and the parent, if this is decided to be helpful. The mediator keeps an agreed written record of any meetings that are held and of any advice s/he gives.

Stage 5

- When the mediator has concluded her/his investigations, a final meeting between the parent, the setting leader and the Trustees is held. The purpose of this meeting is to reach a decision on the action to be taken to deal with the complaint. The mediator's advice is used to reach this conclusion. The mediator is present at the meeting if all parties think this will help a decision to be reached.
- A record of this meeting, including the decision on the action to be taken, is made. Everyone present at the meeting signs the record and receives a copy of it. This signed record signifies that the procedure has concluded.

The role of the Office for Standards in Education, Children's Services and Skills (Ofsted) and the Local Safeguarding Children Board

- Parents may approach Ofsted directly at any stage of this complaints procedure. In addition, where there seems to be a possible breach of the setting's registration requirements, it is essential to involve Ofsted as the registering and inspection body with a duty to ensure the Safeguarding and Welfare Requirements of the Early Years Foundation Stage are adhered to.
- The number to call Ofsted with regard to a complaint is: 0300 1231231
- These details are displayed on our setting's notice board.
- If a child appears to be at risk, our setting follows the procedures of the Local Safeguarding Children Board in our local authority.
- In these cases, both the parent and setting are informed and the setting leader works with Ofsted or the Local Safeguarding Children Board to ensure a proper investigation of the complaint, followed by appropriate action.

Records

- A record of complaints against our setting and/or the children and/or the adults working in our setting is kept, including the date, the circumstances of the complaint and how the complaint was managed.
- The outcome of all complaints is recorded in the Complaint Record which is available for parents and Ofsted inspectors on request.

WE BELIEVE THAT MOST COMPLAINTS ARE MADE CONSTRUCTIVELY AND CAN BE SORTED OUT AT AN EARLY STAGE. WE ALSO BELIEVE THAT IT IS IN THE BEST INTERESTS OF THE PLAYGROUP AND PARENTS THAT COMPLAINTS SHOULD BE TAKEN SERIOUSLY AND DEALT WITH FAIRLY AND IN A WAY WHICH REPRESENT CONFIDENTIALITY.

The Information Commissioner's Office can be contacted if you have made a complaint about the way your data is being handled and remain dissatisfied after raising your concern with us. For further information about how we handle your data, please refer to the Privacy Notice given to you when you registered your child at William Older Playgroup. The ICO can be contacted at the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

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Trustee

Other useful Pre-school Learning Alliance publications

- Complaints Investigation Record (2012)