

Settling In Policy

- It is part of Malvern Special Families' commitment to quality to ensure that all families are made to feel welcome. The play services coordinator/ playleader aim to visit each new child/young person in their home or school environment before they attend one of the clubs. This visit is important in identifying the child/young person's individual needs and how best to meet these.
- New families are strongly encouraged to visit the club before they book to see what Malvern Special Families has to offer.
- Each child/young person is greeted on their own level in a friendly and welcoming manner.
- They are introduced to the other children/young people and staff, in person, and made to feel comfortable, safe and at home. Staff are called by their first names to create a friendly atmosphere.
- Extra effort will be made to link the child/young person with other children/young people they know locally or from school. The child/young person will then be encouraged to get to know the other children/young people and settle in the group.
- Each child/young person is given a keyworker for each club and they are given a name badge with theirs and the keyworker's name on it. (This is not the case at youth clubs)
- The rules and boundaries are set out for everybody each time a new child/young person arrives so that they are not singled out for the information. This reminds the current group of children/young people of the rules in a friendly way.
- The playleader will meet each new child/young person and welcomes them to the club. Some children/young people may show distress in the new club environment and every effort is made to reassure them and engage them in a favourite activity. If the child/young person has verbal communication, we ask the child/young person calmly what the matter is and explain how we can help make things better. Many staff are trained in sign-a-long to aid communication.
- Each child/young person's individual needs are catered for whilst ensuring that we meet the needs of the group of children/young people as a whole.
- A good line of communication is held between staff and parent/carers to monitor the progress of their child/young person.
- There is a daily diary for the child/young person to take home each day at the holiday clubs to ensure the best communication and information sharing.
- Staff will always be available to discuss any concerns or other issues with parents/carers regarding their child/young person and their attendance at the club. If parents wish to speak to the manager, they should make an appointment to come in for a chat.
- Each child/young person is encouraged to reach their full potential.
- If more than one settling in session is needed than this can be supported.