



Service User Induction Policy

Issue 1, February 2009

Forthill Out Of School Club believe that all children are unique and the amount of time that each child takes to settle into the club can vary enormously. The staff team will supervise children who are new to the club to ensure that they are happy in their new surroundings. They recognise it is important to make each child feel welcome, safe and confident in a new environment and that each child will take a different length of time to settle in.

The Settling In Period

All parent(s)/carer(s) are encouraged to visit the club with their children prior to their child's first day at the club. At this time a welcome pack will be provided which provides further information about the club and its staff team and they will be shown around the club. The daily routines, signing in and out procedure and behaviour management policies will be made clear. The opportunity will be given for the child/children and their parent(s)/carer(s) to ask any questions they may have or request further information.

On or before the child's first day they will be asked with the help of their parent(s)/carer(s) to complete an 'All About Me' form. This form will provide details of their likes/dislikes and other information which is useful and will help the staff team understand the child and their needs. On the child's first day the supervisor/manager or another senior employee will take time to talk to the child in a manner suitable for their age and stage of development, using their 'All About Me' form as a tool for discussion. They will be introduced to the staff team and other children and shown around all the play areas, toilets, changing rooms etc.

During the first few days the allocated member of staff will continue to work with the child to help them to settle in. The appropriate level of such supervision will be judged according to the child's age, maturity and previous experiences.

Employees will encourage the child and their parent(s)/carer(s) to ask questions and raise any concerns throughout the first week

During the first few weeks the child will continue to be observed by employees giving feedback to parent(s)/carer(s) regularly until the child is comfortable and happy in the club. All members of the staff team will be available to discuss any concerns or other issues at any time with parent(s)/carer(s) regarding their child and their experiences at the club. If they wish to meet with the supervisor an appointment can be arranged on request.

If it seems that a child is taking a long time to settle in, this will be discussed with their parent(s)/carer(s) at the earliest opportunity. Likewise if the parent(s)/carer(s) feels that there is a problem during the settling in period, they should raise this with a member of staff.

Induction Checklist

On or before the child's first day the supervisor/manager will complete an induction checklist with the parent(s)/carer(s). This form will ensure that all important information has been discussed and understood. The form will be retained by the supervisor/manager for future reference.