

Local Offer

Ark Childcare (UK) Ltd welcomes all children to our provision and endeavours to make sure that all necessary measures are taken to ensure that everyone is able to play a full and active part in the daily life of the provision.

Detailed in this document are the answers to a number of frequently asked questions with relation to children who may have additional needs and requirements. This may otherwise be known as our 'Local Offer'.

Who can use Ark Childcare's services?

Ark Childcare (UK) Ltd is committed to providing a service which can be accessible for all. We currently operate 2 day nurseries on the outskirts of Shrewsbury for children aged from 3 months until school age. We also offer a breakfast and after school club situated at Pontesbury Primary School. Children will be welcomed to all our settings regardless of background, ability, race, religion, disability or gender. Wherever possible adaptations will be made to accommodate each child and families individual needs and circumstances.

What should I expect when my child first starts at the setting?

A settling in experience which is tailor made to your child's individual needs. Initially you will be shown around the setting by a member of the management team who will be able to talk you through our daily routines and procedures and answer any questions you may have. You will be given some literature to take away and have a look through at your leisure. Once you have booked your child in a number of settling in sessions can be arranged, this usually begins with you staying with your child in order for everyone to familiarise themselves. When your child is ready they can be left for periods of time alone without you, maybe for 30 minutes at first, gradually increasing according to the outcomes of each sessions. A key person will be assigned during this time and this adult will give special attention to getting to know you and your child,

How will provision be matched to my child's needs?

At Ark Childcare (UK) Ltd we recognise that each child is unique and will thrive in many different ways. All of our planning for learning and development is based on the individual children in our care. Key persons will make observations and assessments and use their knowledge of child development to then plan the next steps for each individual child each week. Wherever possible adaptations to provision will be made to fully support each child, family and their individual needs. These adaptations may include altering the environment, adapting routines or training staff.

How will I know what my child has been up too and how they are getting on?

Each day you will have the opportunity to speak to a member of staff at drop off and collection time. Our under three's all have a daily diary which you will be able to take home each day, in here you will find information such as meals eaten and activities undertaken that day. Over three's will have completed a 'choosing sheet' which will detail activities they have done that day, meals will be written clearly on the whiteboard.

Information such as medication given or any accidents which have happened will be written up and will require a signature upon collection. Upon parents request staff can make a note of any specific information you may require according to their needs.

Once a year we invite parents and carers to a parents evening where they can see their child's work and learning journey and chat to their key person as well as the management, Senco and Early Years Teachers. Regularly you should receive copies of observations and developmental reports which have been completed by your child's key person. During your child's second year a 2 year old check will take place, this will be completed by your child's key person and will be shared with you at a meeting arranged at your convenience. The check will highlight progress against the 7 areas of learning mentioned in the EYFS. This check can be used alongside the 2 year old check completed by your health visitor. As with all reports completed by Ark Childcare, goals will be included, and suggestions will be made as to how we will achieve these with your agreement.

If Ark Childcare (UK) Ltd recognises or highlights an area of specific need for any child attending the setting, parents will be informed as soon as possible. Initially in house support will be offered and implemented; this may include certain strategies or routines to meet your child's needs. This may be written on an 'action plan' devised by parents and the key person together. Action plans and other strategies will be reviewed regularly with all those involved eg. Child, family, nursery workers and other professionals. According to the progression of your child after this, further support may be accessed, this may be in the form of a referral to a health professional or Senco support from the local authority.

Who can I speak to if I have a concern?

As with most things at nursery your first port of call would be your child's key person. They will be able to deal with your query or pass it on to the appropriate person. If it is not appropriate you may speak to a member of the management at any time. You may also report any concerns about the service we provide to OFSTED, our regulatory body. If your concern regards your child's development or progress our highly trained and experienced team will be able to advise and support you, alongside involving other professionals if required.

What happens when my child moves on, either to school or another setting?

When you register your child at one of our settings we will ask for permission to liaise with other settings where appropriate. As long as we have gained your permission we will endeavour to share relevant information with school teachers and early year practitioners. We invite all teachers into the setting when children move onto school. We also accommodate school visits by transporting children in our fully insured cars or having a member of staff settle children in. Visits are arranged according to your child's needs and where a child may have additional needs, additional visits will be accommodated, including times for professionals to discuss appropriate information.

What other professionals may get involved?

At Ark Childcare we have a vast experience of working with a wide range of professionals from a number of agencies. In the past we have worked closely with health visitors, speech therapists, physiotherapists, teachers, portage and social workers to improve outcomes for the children in our care. Unless your child is at risk of significant harm we will always ask your permission to work and liaise with other agencies. Decisions for referral will be made with you, staff will be able to use their knowledge and experience to support you and your family through these processes.

How do I find out more about Ark Childcare's services?

We offer an open door policy at all of our settings and welcome visits from children and their families at any time. You will be able to find more information on our website www.arkchildcare.co.uk or by emailing nursery@arkchildcare.co.uk or phoning 01743 791540 (The Ark) or 01939210205 (Crackerjacks). Policies and procedures are located at all sites and are accessible at all times.