HARLANDS EDUCATIONAL TRUST

Welcoming and Settling-in Policy

Managed by:	Club Manager	**Date:** 02/09/26
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Reviewed by:		

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Principle

Every child responds differently to a new setting. Harlands Explorers will allow children to become familiar with the club at a pace that is appropriate for them, while working closely with their parent or carer.

Before the first session

All registration, contact, medical and collection information must be completed on the booking system before care begins.

Welcome process for a new child

1. Introduce the child and family to the staff who will normally care for them and explain the role of any regular visitors.
2. Describe the club's routine, expectations and arrival and collection arrangements in child-friendly language.
3. Show the child the toilets, activity areas, quiet space, boundaries and places that are not accessible.
4. Explain the fire and emergency arrangements without causing unnecessary anxiety.
5. Help the child meet other children. A suitable buddy may be offered where this would make joining in easier.
6. Check in frequently during the first sessions and make sure the child knows which adult to approach for help.
7. Give the parent or carer useful feedback at collection, including how the child engaged, any concerns and what supported them.

Ongoing review

Once the initial transition has passed, staff will continue to listen to the child and communicate with the family. A child who prefers to watch before joining in will be given time and gentle encouragement. Where settling takes longer than expected or distress continues, the Club Manager and family will agree additional strategies and review whether any further support is required.

Related documents

Safeguarding Children; Special Educational Needs and Disabilities; Behaviour Management; Arrivals and Departures.