

SECTION 9.0

INFORMATION AND RECORD

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 help ensure the needs of all children are met.

9.1 Admissions

Policy statement

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.

Procedures

- ✦ We ensure that the existence of our setting is advertised in places accessible to the community.
- ✦ We ensure that information about our setting is accessible and provided in written and spoken form.
- ✦ We arrange our waiting list in first come first serve basis. In addition, our policy may consider the following:
 - the vicinity of the home to the setting; and -
Siblings already attending the setting.
- ✦ We keep a place vacant, if this is financially viable, to accommodate an emergency admission.
- ✦ We describe our setting and its practices in terms that make it clear that it welcomes fathers and mothers, other relations, and other carers, including child-minders.
- ✦ We describe how our practices treat each child and their family, having regard to their needs arising from their gender, special educational needs, disabilities, social background, religion, and ethnicity or from English being a newly acquired additional language.

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- ✦ We describe how our practices enable children and/or parents with disabilities to take part in the life of the setting.
- ✦ We monitor the gender and ethnic background of children joining the group.
- ✦ Our Valuing Diversity and Promoting Equality Policy is available in hard copy daily for parents/carers to take home and is also on our website.
- ✦ We periodically consult with families about the opening times of the setting to ensure we accommodate a broad range of families' needs. I.e.: breakfast and after school clubs.
- ✦ We are very flexible about attendance patterns to accommodate the needs of individual children and families, providing these do not disrupt the pattern of continuity in the setting that provides stability for all the children.

9.3 Registration Form

A key person or manager can help you complete this form, if required before your child starts at the setting.

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REGISTRATION FORM

I would like my child to start on _____

Personal Details

Child's Name:	Date of Birth:
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Known As (If this is different):	Gender: MALE/FEMALE
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PARENT ONE- Name:	PARENT TWO- Name:
Address:	Address:
Postcode	Postcode
Does this parent have parental responsibility? YES/NO	Does this parent have parental responsibility? YES/NO
Mobile Number and Email address:	Mobile Number and Email address:
Does this parent have legal access to the child? YES/NO	Does this parent have legal access to the child? YES/NO

Emergency Contact Details:

We will always endeavour to contact a parent in the first instance; however, should we be unable to contact a parent or guardian, please provide details of individuals that we have authority to contact in an emergency.

Name:	Telephone Number:	Mobile Number:
Name:	Telephone Number:	Mobile Number:

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Name:	Telephone Number:	Mobile Number:
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Person's Authorised to collect your child (16 years and above)

Name:	Relationship to the child:	Telephone/Mobile:
Name:	Relationship to the child:	Telephone/Mobile:

We operate a password scheme for emergency security purposes. This should be used by any of your emergency contacts collecting your child.

Password: _____

Details of your child

Does your child have any dietary needs or allergies? YES/NO
What is the main religion in your family?
Are there any festivals or special occasions celebrated in your culture? Will your child be taking part in any that you would like to see acknowledged and celebrated whilst in the setting?

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What is your main language at home?

Does your child have any special needs or disabilities? YES/NO

Are any of the following in place for your child?

Early Years Action: YES/NO Early Years Action Plus: YES/NO Statement of special education Needs: YES/NO

Name of professionals involved with your child.

Name 1:	Role:
Agency:	Telephone:
Name 2:	Role:
Agency:	Telephone:

Does your child have a health visitor? YES/NO	Name:
Telephone:	Based At:
Does your child have a social care worker? YES/NO	Name:
Telephone:	Based At:

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What is the reason for the involvement of the social care department with your family?	Details:
Child's Doctors Name:	Doctor's Address & Telephone Number:

Please Note: If your child has a protection plan, please make a note above but do not include details.

Attendance Schedule

Please indicate the sessions you would like; we will be able to confirm if these are available upon receiving your completed registration form.

If you would like to use any government funding, please indicate in the box below when requesting sessions. 30 Hour eligibility Code: _____

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
MORNING 9AM-12NOON					
LUNCHCLUB 12NOON- 12:30PM					
AFTERNOON 12:30PM- 3:30PM					

Does your child attend another setting? If so please give a name and contact number.

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Policies & Procedures

Please sign below to confirm that you have been provided with details of the setting policies & Procedures including the information sharing procedures and understand there may be circumstances where information is shared with other professional's or agencies without your consent.

Signed: _____ Date: _____

Please tick YES or NO to the following.

	YES	NO
Give consent for trained staff to administer inhalers or epinephrine if applicable.		
Staff to administer sun cream when required.		
Give consent for your child to participate in general outings around the village.		
Give consent for your child to touch any animals on specific planned activities. We will inform you of these days in advance. Please give details of any known animal related allergies.		
Give consent for emergency treatment to be administered if required by a hospital/doctor/nurse.		
Give consent for us to contact other professionals regarding your child.		

Signed: _____ Date: _____

Photographs

As part of ongoing recording of our curriculum and for children's individual developmental records staff regularly take photos of the children during their play. We may also record events and activities on video. Please see our policies for further details.

Please tick YES or NO to the following.

	YES	NO
Give consent for photographs to be taken for my child's learning diary.		
Give consent for photographs to be taken for inclusion in the setting display.		
Give consent for photographs to be used on our website, publicity, marketing e.g. Newspapers.		
Give consent for my child to be videoed by staff for preschools sole use.		

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Signed: _____ Date: _____

Home Visits

Locking Preschool operate home visits as part of its settling in process. Please indicate which day and times of the week are most appropriate. We will telephone you prior to your child's start date to book an appointment.

Locking Preschool **Term and Conditions**

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1. Locking Preschool Commitment

1. We will:
- 1.a Inform you if your Preschool application has been successful. You must confirm within one week of receiving the acceptance that you wish to take the place at the Preschool. If you do not inform us in this time the place may be withdrawn. Provide the agreed facilities for your child at the agreed times (subject to any days the Preschool is closed.)
- 1.b Try and accommodate any requests you may make for any additional sessions and/or extended hours of childcare at the Preschool.
- 1.c Provide you with verbal updates as to your child's progress on request.
- 1.d Notify you of any days on which your child's Preschool will be closed.
- 1.e Try to make available a place for any sibling at the Preschool. (However we cannot guarantee that a place will be available.)

2. Your Commitment to Locking Preschool

2. You will:
- 2.a Complete a medicine consent form if Locking Preschool staff are required to administer medicines to your child (Prescribed or over the counter)
- 2.b Immediately inform us if your child is suffering from a contagious disease. This is for the benefit of the other children in the Preschool. You must not allow your child to attend the Preschool whilst suffering from a contagious disease, which could be easily passed on to another child during normal daily activities at the Preschool.
- 2.c Immediately inform us of any changes to your contact details
- 2.d Keep us informed of whom will be collecting your child, if the person collecting your child is not usually responsible for collecting them we will require id. If we are not satisfied that an individual is allowed to collect your child, we will not release your child into their care.
- 2.e Inform us if your child is subject of a court order and provide us with a copy of such order on request.
- 2.f Immediately inform us if you are unable to collect your child from the Preschool at the official collection time. A late payment charge may be applied.
- 2.g Inform us as far in advance of any dates on which your child will not be attending the Preschool.
- 2.h Provide us with at least 1 month's notice of your intention to decrease the number of hours your child spends at the Preschool or to withdraw your child from our Preschool and end this agreement. If insufficient notice is given you will be responsible for the full fees for your child for 1 month from the date of any changes as if their hours had not decreased. If you are ending this Agreement, notice must be given in writing and posted to the Preschool Manager.

3. Payment

- 3.a Our Fees are based on a weekly fee that shall be notified to you in advance of your child starting at the Preschool. We may review these fees at any time but shall inform you of the revised amount at least 1 month before it takes effect. If you do not wish to pay the revised fee, you may end this agreement with 1 month's notice in writing to the Preschool manager.
3. B Fees must be paid on a monthly basis, in advance.
3. C All payments under this Agreement must be paid via bank transfer as shown on your invoice. We may agree to payment by cash or cheque.
3. D If you request additional sessions you will need to pay for these sessions in advanced to the Preschool Manager.
3. E If you have been unable to collect your child by the official collection time and as a result we have provided additional childcare, you may be charged a late fee. (£5 for every 5 minutes you are late)
3. F If you fail to make payment in full by the due date we will enforce our late payment fee starting at an additional £10.00.
3. G No refund will be given for periods where your child's Preschool place is unfilled due to illness or holidays. Locking Preschool is closed on bank holidays; no refund will be given for this closure as this has been taken into account when calculating your child's fees.

4. Suspension

We may suspend the provision of childcare to your child and add 1 Month's notice at any time.

5. Termination

5. A you may end this Agreement at any time, giving us at least 1 month's notice, in writing to the Preschool manager.
5. B. We may immediately end this Agreement if:

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5. B.a you have failed to pay your fees.

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5.b.b You have breached any of your obligations under this Agreement and you have not or cannot put right that breach within a reasonable period of time of us asking you to.

5. B.c you behave unacceptably, as we will not tolerate any physical or verbal abuse towards staff.

5. B.d Your child's behaviour is unacceptable or endangers the safety and wellbeing of any of the other children at the Preschool.

5. B.e We take the decision to close your child's Preschool. We will give you as much notice as possible of such a decision.

5. C You may immediately end this Agreement if:

5.c.a We have breached any of our obligations under this Agreement and we have not or cannot put right that breach within a reasonable period after you have drawn it to our attention.

5. C.b We suffer any event of insolvency.

7. General

7. a We have an obligation to report any instances where we consider that a child may have been neglected or abused to the relevant authorities. We may do so without your consent and/or without informing you.

7. B If the Preschool setting has to close or we take the decision to close due to events or circumstances that are outside our control, we shall be under no obligation to provide alternative childcare facilities to you. If the closure exceeds 3 days in duration (excluding any days when the Preschool would otherwise be closed), we will credit you with an amount that represents the number of days the Preschool is closed in excess of 3 days.

7. C If you have any concerns regarding the services we provide, please discuss these with your child's keyworker. If these concerns have not been resolved to your satisfaction please contact the Preschool Manager. Customer satisfaction is of paramount importance to us and any concerns/complaints will be reported to the Preschool Manager for review.

7. D We carry a wide range of toys and equipment at our Preschool. Unless we specifically request otherwise your child should not bring any of their own toys to Preschool. If they do bring toys with them, we accept no responsibility for any loss or damage to those toys.

7. E From time to time we may have photographs taken of the children who attend the Preschool. These photographs may be used for promotional purposes. If you do not wish your child to be included in these photographs, you should inform us on your registration form.

7. F As the number of children with nut allergies is increasing, with the support of parents we aim to keep the facility NUT FREE. Parents are requested not to send food or empty food packaging into the facility containing nuts. Parents are also requested not to use creams, sun creams, oils etc. on their child that may contain nut oil, e.g. arachis, as this may have severe consequences to another child or member of staff.

Equalities monitoring form – to be completed by the provider

Ethnicity, where collected, should be recorded according to the following categories:

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White – British

- ✦ Irish
- ✦ Traveller of Irish Heritage
- ✦ Gypsy/Roma
- ✦ Any other White background

Asian or Asian British

- ✦ Indian
- ✦ Pakistani
- ✦ Bangladeshi
- ✦ Any other Asian background

Mixed – White and Black Caribbean Black or Black British

- ✦ White and Black Caribbean
- ✦ White and Asian
- ✦ Any other mixed background

- ✦ Caribbean
- ✦ African
- ✦ Any other Black background

Chinese

- ✦ Chinese

Any other ethnic background

- ✦ Please state _____

A child's learning difficulties and disabilities status should be recorded according to the following categories:

- No special educational need
- Early Years Action
- Early Years Action Plus Statement

Providers should refer to the SE Code of Practice for an explanation of the terms above.

Safeguarding and Welfare Requirement: Information and Records

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9.3 Parental involvement

Policy statement

We believe that children benefit most from early years education and care when parents and settings work together in partnership.

Our aim is to support parents as their children's first and most important educators by involving them in their children's education and in the full life of the setting. We also aim to support parents in their own continuing education and personal development.

Some parents are less well represented in early years settings; these include fathers, parents who live apart from their children, but who still play a part in their lives, as well as working parents. In carrying out the following procedures, we will ensure that all parents are included.

When we refer to 'parents' we mean both mothers and fathers; these include both natural or birth parents, as well as step-parents and parents who do not live with their children, but have contact with them and play a part in their lives. 'Parents' also includes same sex parents, as well as foster parents.

The Children Act (1989) defines *parental responsibility* as '*all the rights, duties, powers, responsibilities and authority which by law a parent of a child has in relation to the child and his property*'.

Procedures

- ✦ We have a means to ensure all parents are included - that may mean we have different strategies for involving fathers, or parents who work or live apart from their children.
- ✦ We consult with all parents to find out what works best for them.
- ✦ We ensure on-going dialogue with parents to improve our knowledge of the needs of their children and to support their families.

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- ✦ We inform all parents about how the setting is run and its policies, through access to written information and through regular informal communication. We check to ensure parents understand the information that is given to them.
- ✦ We encourage and support parents to play an active part in the governance and management of the setting.
- ✦ We inform all parents on a regular basis about their children's progress.
- ✦ We hold 2 parents days a year
- ✦ We involve parents in the shared record keeping about their children - either formally or informally – and ensure parents have access to their children's written developmental records.
- ✦ We provide opportunities for parents to contribute their own skills, knowledge and interests to the activities of the setting.
- ✦ We consult with parents about the times of meetings to avoid excluding anyone.
- ✦ We hold meetings in the preschool therefore are accessible and appropriate for all.
- ✦ We welcome the contributions of parents, in whatever form these may take.
- ✦ We inform all parents of the systems for registering queries, complaints or suggestions and we check to ensure these are understood. All parents have access to our written complaints procedure.
- ✦ We provide opportunities for parents to learn about the curriculum offered in the setting and about young children's learning, in the setting and at home.

In compliance with the Safeguarding and Welfare Requirements, the following documentation is in place:

- ✦ Admissions Policy.
- ✦ Complaints procedure.
- ✦ Record of complaints.
- ✦ Developmental records of children.

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 help ensure the needs of all children are met.

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9.4 Children's records

Policy statement

We have record keeping systems in place that meet legal requirements; the means we use to store and share that information takes place within the framework of the Data Protection Act (1998) and the Human Rights Act (1998).

This policy and procedure is taken in conjunction with the Confidentiality and Client Access to Records Policy and the Information Sharing Policy.

Procedures

We keep two kinds of records on children attending our setting:

Developmental records

- ✦ These include observations of children in the setting, photographs and samples of their work and summary developmental reports, these are online learning journals- Tapestry.

Personal records

- ✦ These include a comprehensive registration form, which includes signed parental consent and any correspondence concerning the child or family, reports or minutes from meetings concerning the child from other agencies, an on-going record of relevant contact with parents, and observations by staff on any confidential matter involving the child, such as developmental concerns or child protection matters.
- ✦ These confidential records are stored in a lockable filing cabinet in the office or are at staffs registered addresses for updating. The key is kept secure by the Manager.
- ✦ Parents have access, in accordance with our Client Access to Records Policy, to the files and records of their own children, but do not have access to information about any other child.
- ✦ Staff will not discuss personal information given by parents with other members of staff, except where it affects planning for the child's needs. Staff induction includes an awareness of the importance of confidentiality in the role of the key person.

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- ✦ We retain children's records for three years after they have left the setting, **except records that relate to an accident or child protection matter, which are kept until a child reaches the age of 21 years. These are kept in a secure place.**

Other records

- ✦ We keep a daily record of the names of the children we are caring for, their hours of attendance and who will be picking them up.
- ✦ We display a list of children and key workers on our noticeboard.
- ✦ Issues to do with the employment of staff, whether paid or unpaid, remain confidential to the people directly involved with making personnel decisions.
- ✦ Students on Preschool Learning Alliance or other recognised qualifications and training, when they are observing in the setting, are advised of our Confidentiality and Client Access to Records Policy and are required to respect it.

Legal framework

- ✦ Data Protection Act (1998)
- ✦ Human Rights Act (1998)

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 help ensure the needs of all children are met.

9.5 Provider records

Policy statement

We keep records and documentation for the purpose of maintaining our business. These include:

- ✦ Records pertaining to our registration.

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- ✦ Landlord/lease documents and other contractual documentation pertaining to amenities, services and goods.
- ✦ Financial records pertaining to income and expenditure.
- ✦ Risk assessments.
- ✦ Employment records of staff including their name, home address and telephone number.
- ✦ Names, addresses and telephone numbers of anyone else who is regularly in unsupervised contact with the children.

We consider our records as confidential based on the sensitivity of information, such as with employment records. These confidential records are maintained with regard to the framework of the Data Protection Act (1998) and the Human Rights Act (1998).

This policy and procedure is taken in conjunction with the Confidentiality and Client Access to Records Policy and Information Sharing Policy.

Procedures

- ✦ All records are the responsibility of the management team who ensure they are kept securely.
- ✦ All records are kept in an orderly way in files and filing is kept up-to-date.
- ✦ Financial records are kept up-to-date for audit purposes.
- ✦ Health and safety records are maintained; these include risk assessments, details of checks or inspections and guidance etc.
- ✦ Our Ofsted registration certificate is displayed.
- ✦ Our Public Liability insurance certificate is displayed.
- ✦ All our employment and staff records are kept securely and confidentially.

We notify Ofsted of any change:

- ✦ in the address of the premises;
- ✦ to the premises which may affect the space available to us or the quality of childcare we provide;
- ✦ to the name and address of the provider, or the provider's contact information;
- ✦ to the person managing the provision;

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- ✦ any significant event which is likely to affect our suitability to look after children; or
- ✦ Any other event as detailed in the Statutory Framework for the Early Years Foundation Stage (DfE 2012).

Legal framework

- ✦ Data Protection Act 1998
- ✦ Human Rights Act 1998

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 help ensure the needs of all children are met.

9.6 Transfer of records to school

Policy statement

We recognise that children sometimes move to another early years setting before they go on to school, although many will leave our setting to enter foundation stage 2 reception class.

We prepare children for these transitions and involve parents and the receiving setting or school in this process. We prepare records about a child's development and learning in the Early Years Foundation Stage in our setting; in order to enable smooth transitions, we share appropriate information with the receiving setting or school at transfer.

Confidential records are shared where there have been child protection concerns according to the process required by our Local Safeguarding Children Board.

The procedure guides this process and determines what information we can and cannot share with a receiving school or setting.

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Procedures

Transfer of development records for a child moving to another early years setting or school

- ✦ Using the Development Matters in the Early Years Foundation Stage guidance and our assessment of children's development and learning, the key person will prepare a summary of achievements in the seven areas of learning and development.
- ✦ The record refers to:
 - any additional language spoken by the child and his or her progress in both languages;
 - any additional needs that have been identified or addressed by the setting;
 - Any special needs or disability, whether a single assessment referral (SAR) was raised in respect of special needs or disability, whether there is a Statement of Special Educational Needs & Disabilities, and the name of the lead professional.
- ✦ The record contains a summary by the key person and a summary of the parent's view of the child.
- ✦ The document may be accompanied by other evidence, such as photos or drawings that the child has made.
- ✦ When a child transfers to a school, most local authorities provide an assessment summary format or a transition record, which we will follow as applicable.
- ✦ If there have been any welfare or protection concerns, a star are placed on the front of the assessment record.

Transfer of confidential information

- ✦ The receiving school or setting will need to have a record of any safeguarding or child protection concerns that were raised in the setting and what was done about them.
- ✦ A summary of the concerns will be made to send to the receiving setting or school, along with the date of the last professional meeting or case conference. Some Local Safeguarding Children Boards will stipulate the forms to be used and provide these.
- ✦ Where a SAR has been raised in respect of any welfare concerns, the name and contact details of the lead professional will be passed on to the receiving setting or school.
- ✦ Where there has been a s47 investigation regarding a child protection concern, the name and contact details of the child's social worker will be passed on to the receiving setting or school – regardless of the outcome of the investigation.

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- ✦ This information is posted or taken to the school or setting, addressed to the setting or school's designated person for child protection and marked as 'confidential'.

Legal framework

- ✦ Data Protection Act (1998)
- ✦ Freedom of Information Act (2000)
- ✦ Human Rights Act (1998) ✦ Children Act (1989)

Further guidance

- ✦ What to do if You're Worried a Child is Being Abused (HMG 2006)
- ✦ Information Sharing: Guidance for Practitioners and Managers (DCSF 2008)

Safeguarding and Welfare Requirement: Information and Records

Confidential information and records about staff and children must be held securely and only accessible and available to those who have a right or professional need to see them.

9.7 Confidentiality and client access to records

Policy statement

'Confidential information is information that is not normally in the public domain or readily available from another source, it should have a degree of sensitivity and value and be subject to a duty of confidence. A duty of confidence arises when one person provides information to another in circumstances where it is reasonable to expect that the information will be held in confidence.'

Information Sharing: Guidance for Practitioners and Managers (DCSF 2008)

In our setting, staff and managers can be said to have a 'confidential relationship' with families. It is our intention to respect the privacy of children and their parents and carers,

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while ensuring that they access high quality early years care and education in our setting. We aim to ensure that all parents and carers can share their information in the confidence that it will only be used to enhance the welfare of their children. There are record keeping systems in place that meet legal requirements; the means we use to store and share that information takes place within the framework of the Data Protection Act (1998) and the Human Rights Act (1998).

Confidentiality procedures

- ✦ We always check whether parents regard the information they share with us to be confidential or not.
- ✦ Some parents may share information about themselves with other parents as well as staff; the setting cannot be held responsible if information is shared beyond those parents whom the person has 'confided' in.
- ✦ Information shared between parents in a discussion or training group is usually bound by a shared agreement that the information is confidential to the group and not discussed outside of it.
- ✦ We inform parents when we need to record confidential information beyond the general personal information we keep (see our Children's Records Policy) - for example with regard to any injuries, concerns or changes in relation to the child or the family, any discussions with parents on sensitive matters, any records we are obliged to keep regarding action taken in respect of child protection and any contact and correspondence with external agencies in relation to their child.
- ✦ We keep all records securely (see our Children's Records Policy).

Client access to records procedures

Parents may request access to any confidential records held on their child and family following the procedure below:

- ✦ Any request to see the child's personal file by a parent or person with parental responsibility must be made in writing to the setting manager.
- ✦ The setting manager informs the management team and sends a written acknowledgement.

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- ✦ The setting commits to providing access within 14 days, although this may be extended.
- ✦ The setting's Manager and chair, director or owner prepares the file for viewing.
- ✦ All third parties are written to, stating that a request for disclosure has been received and asking for their permission to disclose to the person requesting it. Copies of these letters are retained on file.
- ✦ 'Third parties' include all family members who may be referred to in the records.
- ✦ It also includes workers from any other agency, including children's social care, the health authority, etc. It is usual for agencies to refuse consent to disclose, preferring the individual to go directly to them.
- ✦ When all the consents/refusals to disclose have been received, these are attached to the copy of the request letter.
- ✦ A photocopy of the complete file is taken.
- ✦ The setting manager and chair, director or owner go through the file and remove any information which a third party has refused consent to disclose. A thick black marker is used, to score through every reference to the third party and information they have added to the file.
- ✦ What remains is the information recorded by the setting, detailing the work initiated and followed by them in relation to confidential matters. This is called the 'clean copy'.
- ✦ The 'clean copy' is photocopied for the parents, who are then invited in to discuss the contents. The file should never be given straight over, but should be gone through by the setting manager, so that it can be explained.
- ✦ Legal advice may be sought before sharing a file, especially where the parent has possible grounds for litigation against the setting or another (third party) agency.

All the undertakings above are subject to the paramount commitment of the setting, which is to the safety and well-being of the child. Please see also our policy on Safeguarding Children and Child Protection

Legal framework

- ✦ Data Protection Act (1998)
- ✦ Human Rights Act (1998)

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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 help ensure the needs of all children are met.

9.8 Information sharing

'Practitioners need to understand their organisation's position and commitment to information sharing. They need to have confidence in the continued support of their organisation where they have used their professional judgement and shared information professionally.'

Information Sharing: Guidance for Practitioners and Managers (DCSF 2008).

Policy statement

We recognise that parents have a right to know that the information they share with us will be regarded as confidential, as well as to be informed about the circumstances when, and the reasons why, we are obliged to share information.

We are obliged to share confidential information without authorisation from the person who provided it, or to whom it relates, if it is in the public interest. That is when:

- ✦ it is to prevent a crime from being committed or to intervene where one may have been, or to prevent harm to a child or adult; or
- ✦ Not sharing it could be worse than the outcome of having shared it.

The decision should never be made as an individual, but with the back-up of the management team. The three critical criteria are:

- ✦ Where there is evidence that the child is suffering, or is at risk of suffering, significant harm.
- ✦ Where there is reasonable cause to believe that a child may be suffering, or is at risk of suffering, significant harm.
- ✦ To prevent significant harm arising to children and young people or adults, including the prevention, detection and prosecution of serious crime.

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Procedures

Our procedure is based on the seven golden rules for information sharing as set out in Information Sharing: [Guidance for Practitioners and Managers \(DCSF 2008\)](#).

- 1. Remember that the Data Protection Act is not a barrier to sharing information but provides a framework to ensure that personal information about living persons is shared appropriately.*
 - ✦ Our policy and procedures on Information Sharing provide guidance to appropriate sharing of information with external agencies.
- 2. Be open and honest with the person (and/or their family where appropriate) from the outset about why, what, how and with whom information will, or could, be shared, and seek their agreement, unless it is unsafe or inappropriate to do so.*

In our setting we ensure parents:

- ✦ Receive information about our Information Sharing Policy when starting their child in the setting and that they sign our Registration Form to say that they understand the circumstances in which information may be shared without their consent. This will only be when it is a matter of safeguarding a child or vulnerable adult;
 - ✦ have information about our Safeguarding Children and Child Protection Policy; and
 - ✦ Have information about the other circumstances when information will be shared with external agencies, for example, with regard to any special needs the child may have or transition to school.
- 3. Seek advice if you are in any doubt, without disclosing the identity of the person where possible.*
 - ✦ Managers contact children's social care for advice where they have doubts or are unsure.
 - 4. Share with consent where appropriate and, where possible, respect the wishes of those who do not consent to share confidential information. You may still share information*

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without consent if, in your judgement, that lack of consent can be overridden in the public interest. You will need to base your judgement on the facts of the case.

- ✦ Guidelines for consent are part of this procedure.

5. *Consider safety and well-being: Base your information sharing decisions on considerations of the safety and well-being of the person and others who may be affected by their actions.*

In our setting we:

- ✦ record concerns and discuss these with the setting's designated person and/or designated officer from the management committee for child protection matters;
- ✦ record decisions made and the reasons why information will be shared and to whom; and
- ✦ Follow the procedures for reporting concerns and record keeping.

6. *Necessary, proportionate, relevant, accurate, timely and secure: Ensure that the information you share is necessary for the purpose for which you are sharing it, is shared only with those people who need to have it, is accurate and up-to-date, is shared in a timely fashion, and is shared securely.*

- ✦ Our Safeguarding Children and Child Protection Policy and Children's Records Policy set out how and where information should be recorded and what information should be shared with another agency when making a referral.

7. *Keep a record of your decision and the reasons for it – whether it is to share information or not. If you decide to share, then record what you have shared, with whom and for what purpose.*

- ✦ Where information is shared, the reasons for doing so are recorded in the child's file; where it is decided that information is not to be shared that is recorded too.

Consent

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Parents have a right to be informed that their consent to share information will be sought in most cases, as well as the kinds of circumstances when their consent may not be sought, or their refusal to give consent may be overridden. We do this as follows:

- ✦ Our policies and procedures set out our responsibility regarding gaining consent to share information and when it may not be sought or overridden.
- ✦ We may cover this verbally when the child starts or include this in our prospectus.
- ✦ Parents sign our Registration Form at registration to say they understand this.
- ✦ Parents are asked to give written consent to share information about any additional needs their child may have, or to pass on child development summaries to the next provider/school.
- ✦ Copies are given to parents of the forms they sign.
- ✦ We consider the following questions when we need to share:
 - Is there legitimate purpose to sharing the information?
 - Does the information enable the person to be identified?
 - Is the information confidential?
 - If the information is confidential, do we have consent to share?
 - Is there a statutory duty or court order requiring us to share the information?
 - If consent is refused, or there are good reasons not to seek consent, is there sufficient public interest for us to share information?
 - If the decision is to share, are we sharing the right information in the right way?
 - Have we properly recorded our decision?

All the undertakings above are subject to the paramount commitment of the setting, which is to the safety and well-being of the child. Please also see our [Safeguarding Children and Child Protection Policies](#).

Legal framework

- ✦ Data Protection Act (1998) ✦ Human Rights Act (1998)

Further guidance

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- ✦ Information Sharing: Guidance for Practitioners and Managers (DCSF 2008)

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 help ensure the needs of all children are met.

9.9 Working in partnership with other agencies

Policy statement

We work in partnership with local and national agencies to promote the well-being of all children.

Procedures

- ✦ We work in partnership or in tandem with, local and national agencies to promote the well-being of children, mainly North Somerset Council and associated services.
- ✦ Procedures are in place for the sharing of information about children and families with other agencies. These are set out in the [Information Sharing Policy](#), [Safeguarding Children and Child Protection Policy](#) and the [Supporting Children with Special Educational Needs and Disabilities Policy](#).
- ✦ Information shared by other agencies with us is regarded as third party information. This is also kept in confidence and not shared without consent from that agency.
- ✦ When working in partnership with staff from other agencies, we make those individuals welcome in the setting and their professional roles are respected.
- ✦ We follow the protocols for working with agencies, for example on child protection.
- ✦ Staff from other agencies do not have unsupervised access to the child they are visiting in the setting and do not have access to any other child (ren) during their visit.

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- ✦ Our staff do not casually share information or seek informal advice about any named child/family.
- ✦ When necessary, we consult with local and national agencies who offer a wealth of advice and information that help us to develop our understanding of the issues facing us and who can provide support and information for parents. For example, ethnic/cultural organisations, drug/alcohol agencies, welfare rights advisors or organisations promoting childcare and education, or adult education.

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.

9.10 Making a complaint

Policy statement

Our setting believes that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome suggestions on how to improve our setting and will give prompt and serious attention to any concerns about the running of the setting. 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.

Procedures

All settings are required to keep a written record of any complaints that reach stage two 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 (2012) which acts as the 'summary log' for this purpose.

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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 manager.
- ✦ 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 setting manager and the management team.
- ✦ For parents who are not comfortable with making written complaints, there is a template form for recording complaints in the Complaint Investigation Record; the form may be completed with the person in charge and signed by the parent.
- ✦ The setting stores written complaints from parents in the child's personal file. However, if the complaint involves a detailed investigation, the setting manager may wish to store all information relating to the investigation in a separate file designated for this complaint.
- ✦ When the investigation into the complaint is completed, the setting manager meets with the parent to discuss the outcome.
- ✦ Parents must 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 Complaint Investigation Record.

Stage 3

- ✦ If the parent is not satisfied with the outcome of the investigation, he or she requests a meeting with the setting manager and the chair, director or owner. The parent may have a friend or partner present if they prefer and the manager should have the support of the management team.

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- ✦ 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 Complaint Investigation 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.
- ✦ Staff or volunteers within the setting are appropriate persons to be invited to act as mediators.
- ✦ The mediator keeps all discussions confidential. S/he can hold separate meetings with the setting personnel (setting manager and chair, director or owner) 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 manager and the chair, director or owner 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

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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 123 1231](tel:03001231231) OR [0300 123 4666](tel:03001234666)

- ✦ 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 these cases, both the parent and setting are informed and the setting manager 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 in relation to our setting, or the children 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 Investigation Record, which is available for parents and Ofsted inspectors on request.

UK GDPR

DATA PROTECTION POLICY & PRIVACY NOTICE

Dear Parent/Carer,

LOCKING PRESCHOOL

Locking Preschool is a data controller, we are responsible for deciding how we hold and use personal data.

Locking Preschool collects information from Parents/carers and children from the following ways:

- *Registration Forms
 - *Funding Forms
 - *Verbal Conversations,
 - *Emails- including IP addresses.
 - * Written communication.
 - *Complaints, feedback, parent questionnaires.
 - *Comments made through Tapestry Journal
- We may also receive personal information about children from previous settings, professional bodies or outside agencies.

We hold the following information:

- *Contact details.
- *Parents' names and addresses.
- *Copy of a child's birth certificate/Passport.
- *Medical, health information, allergies and immunisation records.
- *Attendance.
- *Emergency contact details.
- *Personal characteristics e.g. cultural information, special educational needs, economic information.
- *Spoken language.
- * Photos/videos used for observations on Tapestry.
- * Parents date of birth and National Insurance details when given.
- *Accident and incident forms.
- *Registers.
- * Welfare and referral forms.

We hold personal data to monitor and report on children's progress, support a child's learning and to assess how well our staff are achieving.

We are required under data protection legislation to notify you of the information we hold. We report funding claim forms to North Somerset Council and use Tapestry online learning journal for our learning diaries. Locking preschool acts as the data controller to these outside agencies. No information can be shared without Locking Preschool's written permission instructing them to do so. All data is private.

Any information will not be shared with anyone outside of Locking Preschool without parent/carer consent unless it is deemed a medical emergency or a safeguarding issue.

The Local Safeguarding Children's Board (LSCB) states that the following information must be reported without informing parents:

Information relating to abuse, including the risk of a child being drawn into extremism (linked to the prevent duty)

Any concerns regarding sexual abuse, including Female Genital Mutilation (FGM.)

In these situations information will be shared on a need to know basis with outside agencies or professionals such as police medical staff or local authorities.

Where data is stored.

All data is securely stored in the setting office. We use photos for our website or social media platforms and advertising. This is only used with prior consent from a parent or carer. Parent mobile phone numbers are stored on the setting phone, in case of an emergency.

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Locking Preschool stores funding data on the setting laptops for the purpose of sending the information to the Local Authority to claim government funding for each child. The laptops are password protected.

Tapestry online journals are accessed by staff setting tablets. The tablets are password protected and the photos are deleted from the tablet as soon as they have been uploaded to the child's journal. We display photos and children's work on our display boards, the setting is solely used by Locking Preschool staff and committee. It is the management's responsibility to check any persons entering the setting.

How long will my data be stored?

We are required to retain child's records, this includes registers, medication record books, and accident records for a reasonable period of 3 years after the child has left the setting. It is recommended these records are kept until the child is 21 years of age or 24 years of age for child protection records.

We are required to retain any documentation regarding death, injury, disease or dangerous occurrence, the information is held until 3 years after the date on which the incident occurred. All documentation will be shredded when it passes the dates detailed above.

Can I withdraw my consent?

Parents can withdraw, update or view any data that is held for them at an agreed time with the setting Manager, Please email lockingpreschool1@gmail.com. Please be aware we hold this data in line with the EYFS and Ofsted. If a parent wishes to withdraw consent Locking Preschool would need to take advice from the ICO and Ofsted before the information is deleted.

Data Breach.

In the unlikely event our data policy is breached all parent swill be informed and Locking Preschool Committee will report to the Information Commissioners Office (ICO) no later than 72 hours after it has occurred.

If a parent/Carer would like to know more information regarding the personal data we hold please speak to the setting manager or email lockingpreschool1@gmail.com.

I fully understand the privacy notice and changes to the UK GDPR policy above.

Signed: _____ Date: _____