

WELFARE REQUIREMENT

Providers must maintain records, policies and procedures required for the safe and efficient management of the settings and to meet the needs of the children.

DOCUMENTATION

Sunny Day Nurseries Limited recognises the importance of maintaining up to date and accurate records, policies and procedures necessary to operate safely, efficiently and in accordance with the law.

Sunny Day Nurseries Limited is also aware of its obligations with regard to the storing and sharing of information under the Data Protection Act 1998, and is committed to complying with its regulations and guidance. The Manager and staff are aware of the implications of the Data Protection Act 1998 in so far as it affects their roles and responsibilities within Sunny Day Nurseries Limited.

Sunny Day Nurseries Limited is committed to a policy of openness with parents/carers with regard to its policies and procedures and the information that Sunny Day Nurseries Limited holds on their child. Records and information will be made available to parents/carers on written request unless subject to an exemption. If for any reason a request is going to be refused, then this decision, and an explanation, will be communicated in writing.

Record Keeping

Ordinarily, information kept on a child will include:

- Birth name (along with any other name the child is known by).
- Date of birth.
- the name and address of every parent and carer who is known to us
- which of these parents or carers the child normally lives with
- emergency contact details of the parents and carers

Sunny Day Nurseries Limited will submit the following information to our Local Authority about individual children receiving the free entitlement to early year's provision as part of the Early Years Census:

- Full name
- Date of birth.
- Home address
- Gender.
- Ethnic background.
- Special Educational Needs status
- Number of funded hours taken up during the census week
- Number of hours (funded and unfunded) taken up at the setting during the census week

Additionally, and in accordance with our policies and procedures, the following records and information will be stored and maintained by Sunny Day Nurseries Limited:

- An up to date record of all the staff, students and volunteers who work at Sunny Day Nurseries Limited, including their name; address; telephone number; Criminal Records Bureau check; references; employment details and any other information (such as their Personal Development Plan) accrued during their time spent working at Sunny Day Nurseries Limited.
- A record of any other individuals who reside at, or regularly visit/spend time at Sunny Day Nurseries Limited, including their contact details.
- The daily attendance registers, as set out in the Arrivals and Departures policy.

- An up to date waiting list with details of all children waiting for a place at Sunny Day Nurseries Limited, as set out in the Documentation and Information policy.
- Records of the activities planned and implemented by Sunny Day Nurseries Limited, including any off-site visits and outings.
- Records of any medication being held by staff on behalf of children, along with the signed Administration of Medication Form, in the Medication Record Book (in accordance with the Health, Illness and Emergency policy).
- Records of signed Emergency Medical Treatment Forms, giving parental authorisation for staff to consent to emergency treatment for children (in accordance with the Health, Illness and Emergency policy).
- An Inventory Record of all equipment owned or used by Sunny Day Nurseries Limited, including safety checks and repairs carried out, (in accordance with the Equipment policy).
- A fully completed and up to date Accident Record Book and Incident Record Book.
- Additionally, a regularly updated version of the admissions list will be kept off the premises, but close by, in case of an emergency, such as a fire. Information and records held on children will be kept in a locked file, access to which will be restricted to the Manager and one other designated member of staff.

The Manager has overall responsibility for the maintenance and updating of children's records and ensuring that they are accurate.

All required records relating to individual children are maintained and retained for three years after child/ren last attended Sunny Day Nurseries Limited. This rule will be disregarded where regulations and guidance from Ofsted or other statutory agencies overrides it.

Notification of Changes

Sunny Day Nurseries Limited recognises its responsibilities in keeping children, parents/carers, staff and Ofsted informed of any changes to the running or management of Sunny Day Nurseries Limited that will directly affect them.

Wherever possible, if changes are to be made affected parties will be given as much warning as possible. In the case of proposed changes that are of considerable scope or importance, Sunny Day Nurseries Limited will facilitate consultation with the affected groups or individuals.

In the following cases, it is mandatory for Sunny Day Nurseries Limited to inform Ofsted at the earliest possible opportunity:

- Any change in members of staff and/or people living on the premises.
- Any significant change to the premises.
- Any significant change to the operational plan of Sunny Day Nurseries Limited.
- Any allegation of abuse by a member of staff or volunteer or any abuse which is alleged to have taken place on the premises.
- Any other significant events.

Confidentiality

The Manager, staff, volunteers and any other individual associated with the running or management of Sunny Day Nurseries Limited will respect confidentiality by:

- Not discussing confidential matters about children with other parents/carers.
- Not discussing confidential matters about parents/carers with children or other parents/carers.
- Not discussing confidential information about other staff members.
- Only passing sensitive information, in written or oral form, to relevant people.

In circumstances where staff have good reason to believe that a child is at risk, or is likely to be at risk, of child abuse or neglect, the Child Protection policy will override confidentiality on a 'need to know' basis.

Staff failing to show due regard for confidentiality will be liable to disciplinary action under the provisions of the Staff Disciplinary Procedures policy.

STAFF DISCLOSURES

As an organisation using the Disclosure and Barring Scheme to help assess the suitability of applicants for positions of trust, Sunny Day Nurseries Limited complies fully with the Disclosure and Barring Code of Practice regarding the correct handling, use, storage, retention and disposal of Disclosures and Disclosure information. It also complies fully with its obligations under the Data Protection Act 1998 and other relevant legislation pertaining to the safe handling, use, storage, retention and disposal of Disclosure information and has a written policy on these matters.

Storage and access

Disclosure information is kept securely, in lockable, non-portable, storage containers with access strictly controlled and limited to those who are entitled to see it as part of their duties.

Handling

In accordance with Section 124 of the Police Act 1997, Disclosure information is only passed to those who are authorised to receive it in the course of their duties. We maintain a record of all those to whom Disclosures or Disclosure information has been revealed and it is a criminal offence to pass this information to anyone who is not entitled to receive it.

Usage

Disclosure information is only used for the specific purpose for which it was requested and for which the applicant's full consent has been given.

Retention

Once a recruitment (or other relevant) decision has been made, we do not keep Disclosure information for any longer than is necessary. This is generally for a period of up to six months, to allow for consideration and resolution of any disputes or complaints. If, in very exceptional circumstances, it is considered necessary to keep Disclosure information for longer than six months, we will consult the Disclosure and Barring Scheme about this and will give full consideration to the data protection and human rights of the individual before doing so. Throughout this time, the usual conditions regarding the safe storage and strictly controlled access will prevail.

Disposal

Once the retention period has elapsed, we will ensure that any Disclosure information is immediately destroyed by secure means, e.g. by shredding, pulping or burning. While awaiting destruction, Disclosure information will not be kept in any insecure receptacle (e.g. waste bin or confidential waste sack). We will not keep any photocopy or other image of the Disclosure or any copy or representation of the contents of a Disclosure. However, notwithstanding the above, we may keep a record of the date of issue of a Disclosure, the name of the subject, the type of Disclosure requested, the position for which the Disclosure was requested, the unique reference number of the Disclosure and the details of the recruitment decision taken.

The Nursery Manager is responsible for implementing and reviewing this policy and procedures.

Policy updated: 2nd July 2013

ADMISSIONS AND FEES

Sunny Day Nurseries Limited is committed to providing a fair and open admission system that offers a competitively priced and good value service. As a provider of registered childcare, we both encourage and actively support eligible parents/carers claiming and taking up the childcare element of the Working Tax Credit.

Admissions

When a parent/carer contacts Sunny Day Nurseries Limited enquiring about a place for their child they will be given all the relevant information they require when they visit. During their visit they will receive a Welcome Pack and informed of whether there is currently a suitable place available for their child. They will be invited to tour the Nursery/Play Club.

If the parent/carer would like to book a place for their child they complete and return the registration form with the deposit and registration fee. If the parent/carer agrees to abide by all the terms and conditions of admission, including the level of fees and arrangements for payment, they will be asked to complete and sign ChildCare Agreement Form to confirm their child's place.

Parents/carers will also be encouraged to complete and sign the Emergency Medical Treatment section on the Registration Form.

Once the admission is secure, the Manager, or a designated member of staff, will contact the parent/carer concerned to arrange a date for the child's first session at Sunny Day Nurseries Limited. At this stage, the provisions of the Settling In policy will come into operation.

Waiting List

To ensure that admissions to Sunny Day Nurseries Limited are offered on a fair and transparent basis, the following procedure will apply to the management of waiting lists:

- If, on making an enquiry about a place for their child, a parent/carer is informed that there is not currently a suitable one available, Sunny Day Nurseries Limited's waiting list procedure will be explained and then activated on the parent/carer's behalf.
- Parents/carers will be encouraged to submit their request for a place for their child to Sunny Day Nurseries Limited in writing. The details of this request will be placed on the waiting list, in the order that they are submitted.
- The waiting list will be kept and used on a 'first come first served' basis. Sunny Day Nurseries Limited will advise the parent/carer of how long they are likely to have to wait before a suitable place becomes available. This information will only be an estimate and will not constitute a binding guarantee from Sunny Day Nurseries Limited.
- When a vacancy at Sunny Day Nurseries Limited becomes available, the Manager will contact the parent/carer whose child is suitable for the place and is highest up on the waiting list.
- If that parent/carer still wishes to take up the place for their child, they will be asked to complete the Admissions Form and follow the remaining steps of the admissions procedure outlined above.
- If the parent/carer concerned no longer wishes to take up a place, the parent/carer of the next suitable child on the list will be contacted.

Fees

Sunny Day Nurseries Limited understands that the cost of registered childcare may seem expensive to a parent/carer. However, providing a high quality, safe and stimulating service for children is not cheap and to ensure the continued high standards and sustainability of Sunny Day Nurseries Limited, it must ask that parents/carers respect its policy in respect of fees.

- The level of fees will be set by the Registered Person and reviewed annually in the light of Sunny Day Nurseries Limited's financial position, its future strategic plans and any other broader economic or social considerations deemed relevant

- Payment of fees should be made quarterly or monthly in advance, on an agreed day prior to the start of the quarter or month in question (see terms and conditions for booking and payment of fees). Individual payment arrangements will be negotiated between the Manager and parents/carers.
- Sunny Day Nurseries Limited will be sympathetic to requests for daily payment. Parents/carers wishing to negotiate this or any other alteration to the standard fees policy should arrange a meeting with the Manager at the earliest possible opportunity.
- If the fees are not paid on time, Sunny Day Nurseries Limited will notify the parent/carer in writing and request payment at the earliest possible opportunity.
- The Manager has the right to issue a formal warning to the parent/carer and inform them that continued late payment will result in their child's place at Sunny Day Nurseries Limited being forfeited.
- If fees are paid persistently late or not at all with no explanation, Sunny Day Nurseries Limited will be forced to terminate that child's place. Under exceptional circumstances, the Manager may agree to allow the child to continue attending Sunny Day Nurseries Limited for the remainder of that week.
- Parents/carers are encouraged to speak to a member of staff or the Manager if they have any query about the fees policy, or if, for any reason, they are likely to have difficulty in making a payment on time. Parents/carers are strongly advised to arrange a meeting at the earliest possible opportunity, to avoid jeopardising their child's place at Sunny Day Nurseries Limited.

The Nursery Manager is responsible for implementing and reviewing this policy and procedures.

Policy reviewed: 2nd July 2013