

Information and Records

Admissions

Introduction

It is our intention at Eckington Under Fives to make our pre-school accessible to children and families from all sections of the local community and the wider community. We welcome children from 2 years through to 4/5 years old (Pre-School).

Our Aim

We aim to ensure that all sections of our community and the wider community have access to the pre-school through open, fair and clearly communicated procedures.

Procedures

- We ensure that the existence of the pre-school is widely advertised in places accessible to all sections of the community.
- We ensure that information about our pre-school is accessible - in written and spoken form - and, where appropriate, in different languages. Where necessary, we will try to provide information in Braille, or through signing or an interpreter.
- We keep a place vacant, if this is financially viable, to accommodate an emergency admission.
- We describe our pre-school and its practices in terms which make it clear that it welcomes fathers and mothers, other relations and other carers, including childminders.
- We describe our pre-school and its practices in terms of how it treats individuals, regardless of their gender, special educational needs, disabilities, background, religion, ethnicity or competence in spoken English.
- We describe our pre-school and its practices in terms of how it enables children with disabilities to take part in the life of the pre-school.
- We monitor the gender and ethnic background of children joining the group to ensure that no accidental discrimination is taking place.
- We make our equal opportunities policy widely known.
- We consult with families about the opening times of the pre-school to avoid excluding anyone.
- Parents will be assured that staff are always happy to listen, and help should any problems arise with their child and that any concerns will be dealt with confidentially.
- Pre-school staff and committee will ensure that parents/carers are aware that Eckington Under Fives pre-school belongs to the parents and that they have something positive to offer the group.
- Parents/carers will be encouraged to take an active part in their child's development and play.

- We are flexible about attendance patterns to accommodate the needs of individual children and families however, if we have a waiting list we will take into consideration:

- The vicinity of the home to the pre-school.
- Siblings already attending the pre-school.

And priority given to:

- children in their pre-school year who expect to attend Eckington C of E First School, and then by age. This means that children would be admitted based on the following priorities:

waiting list priority chart

Group	Age	Year starting school	Going to Eckington C of E School	Number of morning sessions	
1	Pre-school	3 or 4	2018	Yes	4
2	1 year below pre-school	3	2019	Yes	3
3	1 year below pre-school	2	2019	Yes	2
4	Pre-school	3 or 4	2018	No	2
5	1 year below pre-school	3	2019	No	1
6	1 year below pre-school	2	2019	No	1
7	2 years below pre-school	2	2020	Yes	1
8	2 years below pre-school	2	2020	No	0

If there is not a place available on the requested session, in the first instance an alternative session will be offered. If an alternative is unavailable or not required then the child will be placed on a waiting list and you will be advised when a place becomes available.

All temporary* sessions allocated will be reviewed at the end of each term. Pre-School reserves the right to withdraw temporary places if they are needed for pupils of pre-school age who move into Eckington Schools catchment area during their pre-school year and thus are Group 1. All changes must be arranged through the admissions manager.

Waiting lists and any conflict in availability of places will be decided at the discretion of the committee and their decision will be final.

** A temporary session is any session that you have that is over and above your entitlement according to the policy.*

Nursery Education Funding

All 3 and 4-year-old children, as well as some 2-year-old children, are entitled to 15 hours (Universal Funding) of free early education and childcare per week, for 38 weeks of the year. Some 3 and 4-year-old children are also entitled to an additional 15 hours per week (30 Hour Funding). Any Ofsted registered early years provider is eligible to sign up with Worcestershire County Council to offer these hours.

Claiming Funding

All claims for nursery education funding must be made through the Online Provider Portal. Before claiming funding, providers must have received a completed Parent Declaration Form for every funded child.

3 & 4-Year-Old Funding Criteria

Universal 15 Hours

All children become entitled to 15 hours of free early education the term following their third birthday, in accordance with the table below. Their entitlement continues until either the end of the term in which they become five years of age or until they start in a maintained school reception class.

Providers who offer a free place to a three or four-year-old child must request evidence of the child's date of birth before a funding claim can be made.

Children who turn 3 between...	Will be eligible for funding in the...
1 st April and 31 st August	Autumn term
1 st September and 31 st December	Spring term
1 st January and 31 st March	Summer term

3 & 4-Year-Old Funding Criteria

Additional 15 Hours-30-hour Funding

Some children are also entitled to an additional 15 hours of free early education per week. To be eligible for the additional hours, children must be living in a household that meets the following criteria:

- The parent of the child (and their partner where applicable) should be in qualifying paid work. Each parent (or the single parent in a lone parent household) will need to earn the equivalent of 16 hours per week at the national living wage over the next three months.
- Both parents must be earning less than £100,000 per year.

In addition:

- Where one or both parents are in receipt of benefits in connection with sickness or parenting, they are treated as though they are in paid work.
- Where one parent (in a couple household) is in receipt or could be entitled to be in receipt of specific benefits related to caring, incapacity for work or limited capability for work, they are treated as though they are in paid work.
- Where a parent is in a 'start-up period' (i.e. they are newly self-employed), they do not need to demonstrate that they meet the income criteria for 12 months in order to qualify for the 'additional' hours.

To claim funding for the 'additional' hours, you must have a valid '30 Hours Code' provided to Eckington Under Fives by the parent on a Parent Declaration Form. Once we have received the '30 Hours Code', we must validate it on the Online Provider Portal. Parents who wish to apply for their '30 Hours Code' should visit www.childcarechoices.gov.uk to find out more information. Telephone support is available through the Customer Interaction Centre on 0300 1234 097.

Eckington Under Fives preschool 30-hour offer

Eckington Under Fives are only open 24 hours a week. Subject to availability, we offer all these hours for the 'additional' funded hours

All funded 3-4-year-old children have the choice to select hours term time only from;

Monday and Wednesday:

Morning Session	9am-12pm
Morning Session and Lunch Club	9am-1pm
Morning and Afternoon Session	12pm-3pm

Tuesday, Thursday and Friday:

Morning Session	9am-12pm
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You can select less hours if you do not wish to take up the full 15 or 30 hours, however we request you follow the timing of the sessions. This is to maintain high standards of care by minimising disruption to the children's day.

We have not limited the spaces available for the 30 hours offer as we aim to be fair in our admissions policy, however it will be on a first come, first served basis and alongside our waiting list priority chart (see waiting list priority chart under procedures). We will operate a waiting list but cannot guarantee or confirm your child's specific hours until 4 weeks before they are due to start.

Two-Year-Old Funding Criteria

To be eligible for 15 hours of free early education, from the term after their second birthday, children must be living in a household that receives one or more of the following benefits:

- Income Support
- Income-based Jobseeker's Allowance
- Income-related Employment and Support Allowance
- Universal Credit
- Support through part 6 of the Immigration and Asylum Act
- The guaranteed element of State Pension Credit
- Child Tax Credits, with an annual household income of no more than £16,190
- Working Tax Credits, with an annual household income of no more than £16,190
- Working Tax Credit 4-week run on (paid for 4 weeks after a family stops qualifying for Working Tax Credits)

Children are also entitled to a free place if:

- They are looked after by the Local Authority
- They have a current Statement of Special Educational Needs or an Education, Health and Care Plan.
- They are in receipt of Disability Living Allowance
- They have left care under a Special Guardianship Order, Child Arrangements Order or an Adoption Order

Families who meet these criteria should complete a paper application form and return it, along with any appropriate evidence as stated on the form, to the Nursery Education Funding Team.

Eligible families will be provided with a Confirmation Certificate. Funding will start from the beginning of the term following their second birthday if the family applies in advance, or from the day that the application is processed if the child is already of an eligible age.

When we who offer a free place to an eligible two-year-old child we will request evidence of the child's date of birth, along with a copy of the Confirmation Certificate and a completed Parent Declaration Form before a funding claim can be made.

Children who turn 2 between...	Will be eligible for funding in the...
1 st April and 31 st August	Autumn term
1 st September and 31 st December	Spring term
1 st January and 31 st March	Summer term

Eckington Under Fives Preschool 2-year-Old offer

Eckington Under Fives are only open 24 hours a week. Subject to availability, we offer 14 hours for funded 2-year-olds.

All funded 2-year-old children have the choice to select hours term time only from

Monday and Wednesday:

Morning Session 9am-12pm
 Morning Session and Lunch Club 9am-1pm

Thursday and Friday:

Morning Session 9am-12pm

Tuesday is a Forest School day, we take children from 3 years old on this day. Once a 2-year-old child turns 2 years and 9 months then they have the option to stay all day on a Monday and a Wednesday. Subject to availability, we offer a choice of 18 hours for funded 2 years and 9 months old children who have the choice to select hours term time only from

Monday and Wednesday:

Morning Session 9am-12pm
 Morning Session and Lunch Club 9am-1pm
 Morning and Afternoon Session 9am-3pm

Thursday and Friday:

Morning Session 9am-12pm

You can select less hours if you do not wish to take up the full 15 hours, however we request you follow the guidelines above of the sessions. This is to maintain high standards of care by minimising disruption to the children's day.

At Eckington Under Fives Preschool we strive to be flexible in the hours we offer our children and families, we are committed to continue this for those entitled to 30-hours of free childcare. Our funding offers are reviewed, and we reserve the right to change our offer giving parents a term notice of any changes.

Related Policies-Child Development, EYPP (Early Years Pupil Premium)

This policy was written by Maria Smith and Donna Saunders on 9th November 2017	
Approved by Eckington Under Fives Committee	
Name:	Position:
Date:	Signature:

Parental Involvement

Introduction

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

Our Aim

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 our pre-school. We also aim to support parents in their own continuing education and personal development

Procedures

To fulfil our aims, we;

- Are committed to ongoing dialogue with parents to improve our knowledge of the needs of their children and to support their families.
- Inform all parents about how our pre-school 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.
- Encourage and support parents to play an active part in the governance and management of our pre-school.
- Inform all parents on a regular basis about their children's progress.
- 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.
- Provide opportunities for parents to contribute their own skills, knowledge and interests to the activities of our pre-school.
- Inform parents about relevant conferences, workshops and training.
- Consult with parents about the times of meetings to avoid excluding anyone.
- Provide information about opportunities to be involved in our pre-school in ways that are accessible to parents with basic skills needs, or those for whom English is an additional language.
- Hold meetings in venues that are accessible and appropriate for all.
- Welcome and value the contributions of parents, in whatever form these may take.
- Inform all parents of the systems for registering queries, complaints or suggestions and check to ensure these are understood. All parents have access to our written complaints procedure.
- Provide opportunities for parents to learn about the curriculum offered in our preschool and about young children's learning, in our pre-school and at home.
- Provide all parents with a welcome pack.
- Communicate through;
 - Website
 - Home-link
 - Monthly newsletter

- Key person meetings
- Committee meetings
- Open days
- Face to face
- Text
- Email
- Written letters

This policy was written by Maria Smith and Donna Saunders on 9th November 2017	
Approved by Eckington Under Fives Committee	
Name:	Position:
Date:	Signature:

Provider's Records

Introduction

Eckington Under Fives Pre-school need to keep records and documentation for maintaining our business.

These include;

- Records pertaining to our registration.
- Rent of the premises documents and other contractual documentation pertaining to amenities, services and goods.
- Financial records pertaining to income and expenditure.
- Fire Drills.
- 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.

Our Aim

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 Committee who will 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.
- Any significant event which is likely to affect our suitability to look after children.
- Any other event as detailed in the Statutory Framework for the Early Years Foundation Stage (DfE 2017).

Legal framework

- Data Protection Act 1998

- Human Rights Act 1998

Useful Pre-school Learning Alliance publications

- Accident Record (2010)
- Accounts Record (2005)
- Safeguarding Children (2010)
- Recruiting and Managing Employees (2010)
- Financial Management (2010)
- Medication Record (2010)
- Daily Register and Outings Record (2012)
- Managing Risk (2009)
- Complaints Investigation Record (2012)

This policy was written by Maria Smith and Donna Saunders on 9th November 2017	
Approved by Eckington Under Fives Committee	
Name:	Position:
Date:	Signature:

Children's Records

Introduction

Eckington Under Fives Pre-school need to keep records of all children in our setting to ensure we meet all statutory requirements.

Our Aim

To ensure records are kept safe and secure and only accessible to those with authorisation.

Procedures

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

Developmental records

These include observations of children in the setting, photographs, video clips and samples of their work and summary developmental reports. This information is stored safely in the setting under lock and key if our premises have been hired out to other users. This information is uploaded weekly to our on-line Learning Journey, Tapestry and so is accessible to parents always.

Personal records

- These include registration and admission forms, signed consent forms, and correspondence concerning the child or family, reports or minutes from meetings concerning the child from other agencies, an ongoing 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 box and are kept secure by the person in charge.
- 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.

We retain children's records for at least three years after they have left the setting. These are kept in a secure place.

Other records

- Registration form
- Information sheet
- First Aid Consent form
- Outing Consent Form
- Observations
- IMPs & Assessments, including home communication books

- Diary
- Register
- Visitors Book
- Accident Form
- Existing Injury Form
- Nappy and Clothes Changing Book
- Medication Consent Form
- Incident Document.
- Correspondence concerning the child or family
- Reports or minutes from meetings concerning the child from other agencies
- An ongoing record of relevant contact with parents
- Behavioural Records
- Chronological Document
- Safeguarding File

Legal framework

- Data Protection Act 1998
- Human Rights Act 1998

Further guidance

- Information Sharing: Guidance for Practitioners

This policy was written by Maria Smith and Donna Saunders on 9th November 2017	
Approved by Eckington Under Fives Committee	
Name:	Position:
Date:	Signature:

Data Protection

Introduction

Eckington Under Fives Pre-school need to keep records of all children in our setting to ensure we meet all statutory requirements.

Our Aim

The Committee and staff at Eckington Under Fives Pre-school intend to comply fully with the requirements and principles of the Data Protection Act 1984 and the Data Protection Act 1988.

We aim to obtain and process data fairly and lawfully. (General information about the Data Protection Act can be obtained from the Data Protection Commissioner, website: www.dataprotection.gov.uk.)

Procedures

Fair Obtaining & Processing

At Eckington under-fives Pre-school, we;

- Inform all data subjects of the reasons for data collection, the purposes for which the data are held, the likely recipients of the data and the data subjects' right of access.

“Processing” means obtaining, recording or holding the information or data or carrying out any or set of operations on the information or data.

“Data subject” means an individual who is the subject of personal data or the person to whom the information relates.

“Personal data” means data, which relates to a living individual who can be identified. Addresses and telephone numbers are particularly vulnerable to abuse, but so can names and photographs be, if published in the press, Internet or media.

Data Integrity Eckington Under Fives Pre-school undertakes to ensure data integrity by the following methods;

- **Data Accuracy** - Data held will be as accurate and up to date as is reasonably possible.
- **Data Adequacy & Relevance** - Data held about people will be adequate, relevant and not excessive in relation to the purpose for which the data is being held.
- **Length of Time** - Data held about individuals will not be kept for longer than necessary for the purposes registered, in accordance with Data Protection guidelines and retention of records guidelines.

Authorised Disclosures

The Pre-School will, in general, only disclose data about individuals with their consent. However, there are circumstances under which the pre-school may need to disclose data without explicit consent for that occasion. Please see Information Sharing and Confidentiality Policy.

Physical Security of Data

- Appropriate building security measures are in place, such as locks on the filing box and on the cupboard.
- Only authorised persons are allowed into the filing box.
- Storage devices and printouts are locked away securely when not in use.
- Visitors to the pre-school are required to sign in and out and are, always accompanied.
- Any queries or concerns about security of data in the pre-school should in the first instance be referred to the chairperson of the management committee or one of the two pre-school managers.
- Individual members of staff can be personally liable in law under the terms of the Data Protection Acts. They may also be subject to claims for damages from persons who believe that they have been harmed as a result of inaccuracy, unauthorised use or disclosure of their data.
- A deliberate breach of this Data Protection Policy will be treated as disciplinary matter, and serious breaches could lead to dismissal.

Disposal of Information

All personal details, when no longer required, will be disposed of sensibly by use of a shredder.

Consent

All staff are required to sign the data protection consent form as part of their employment contract.

DATA PROTECTION CONSENT FORM

I hereby consent to information relating to me being processed by the Pre-school in order that it may properly carry out its duties, rights and obligations as my employer. I understand that such processing will principally be for personnel, administrative and payroll purposes.

I understand that information about me shall include information of a sensitive personal nature including information concerning:

my racial or ethnic origin*

my religious beliefs or other beliefs of a similar nature*

my membership or non-membership of a trade union*

my physical or mental health or condition*

[Any commission or alleged commission by me of any offence], or [any proceedings for any offence committed or alleged to have been committed by me, the disposal of such proceedings or the sentence of any court in such proceedings].

I also understand that the term 'processing' includes the obtaining, recording or holding of information or data or carrying out any operation or set of operations on

the information or data, including organising, altering, retrieving, consulting, using, disclosing, combining or destroying the information or data.

I confirm that I have read and understood this explanation of the processing of data relating to me by the Pre-school and that I consent to the processing of such data.

Signed _____ Dated _____

This policy was written by Maria Smith and Donna Saunders on 9th November 2017	
Approved by Eckington Under Fives Committee	
Name:	Position:
Date:	Signature:

Transfer of Records to School

Introduction

We recognise that children sometimes move to another early year setting before they go on to school, although many will leave our setting to enter a nursery or reception class. We understand our role in ensuring information goes with that child to help the child's transition into their new setting smooth for the child and families.

Our Aim

- To prepare children for these transitions and involve parents and the receiving setting or school in this process.
- To prepare records about a child's development and learning in the Early Years Foundation Stage, and to aid a smooth transition we share appropriate information with the receiving setting or school at transfer.
- To ensure 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.

Procedures

Transfer of development records for a child moving to another early year 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.

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, separate documentation will be prepared by the DSL.

Transfer forms

When a child comes from another setting the Manager will contact the old setting to gather any relevant information on the child to aid the settling in process.

We have developed a transfer information form for this purpose which once complete will be discussed in the management meeting and plans put into place if deemed necessary. This form will then be kept in the child's file.

For children who leave us to attend other settings we have a similar transfer form which we would use to share information we feel of importance to the transition

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.
- We would refer to Worcestershire Safeguarding Children Boards who will stipulate the forms to be used and provide these.
- Where a Position of Trust 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 section 47 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.
- 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'.

Transfer of SEN & Disability Documentation

We currently use a form to transfer information about a child with SEN and/or disabilities. The purpose of this form is to give early years settings the opportunity to provide other care/education settings and/or primary schools with information on a child's SEN and/or disabilities prior to the child's transfer. This information will then provide the setting/school with a clearer picture of the child. The SEND transfer form can be found in the SEND file.

- This form should be completed for a pre-school child if he/she is at Graduated response 1, 2 or 3.
- This form should be completed in addition to the standard documents usually transferred with a child prior to their moving on to other care/education provision.
- This form should be completed at the beginning of the child's final term in pre-school.
- The document should be prepared with the parent's knowledge.

- A signed copy of this form should be forwarded onto the new school or setting. A copy should be given to the parents and another retained by the early years setting.

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 has been abused
- Information Sharing and Guidance for Practitioners and Managers

This policy was written by Maria Smith and Donna Saunders on 9th November 2017	
Approved by Eckington Under Fives Committee	
Name:	Position:
Date:	Signature:

Confidentiality of Client Access to Records

Introduction

It is our intention to respect the privacy of children and their parents and carers, while ensuring that they access high quality early years care and education in our pre-school.

Our Aim

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.

Procedures for Access to personal records

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

- 1) Any request to see the child's personal file by a parent or person with parental responsibility must be made in writing to the pre-school leader.
- 2) The pre-school leader informs the registered person of the management committee and sends a written acknowledgement.
- 3) The pre-school commits to providing access within 14 days - although this may be extended.
- 4) The pre-school's manager and registered person of the management committee prepare the file for viewing.
- 5) 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 the file.
- 6) 'Third parties' include all family members who may be referred to in the records.
- 7) It also includes workers from any other agency, including social services, the health authority, etc. It is usual for agencies to refuse consent to disclose, preferring the individual to go directly to them.
- 8) When all the consents/refusals to disclose have been received these are attached to the copy of the request letter.
- 9) A photocopy of the complete file is taken.
- 10) The pre-school manager and registered person of the management committee go through the file and remove any information which a third party has refused consent to disclose. This is best done with a thick black marker, to score through every reference to the third party and information they have added to the file.
- 11) What remains is the information recorded by the pre-school, detailing the work initiated and followed by them in relation to confidential matters. This is called the 'clean copy'.
- 12) 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 pre-school manager, so that it can be explained.
- 13) Legal advice may be sought before sharing a file, especially where the parent has possible grounds for litigation against the pre-school or another (third party) agency.

All the undertakings above are subject to the paramount commitment of the pre-school, which is to the safety and well-being of the child.

Please see also our Safeguarding Policy.

This policy was written by Maria Smith and Donna Saunders on 9th November 2017	
Approved by Eckington Under Fives Committee	
Name:	Position:
Date:	Signature:

Information Sharing

Introduction

Eckington Under Fives Pre-School recognises that parents have a right to know that information they share will be regarded as confidential. However, there are certain circumstances when we share information with parents' consent and there are also circumstances when we are obliged to share information without parental consent. This policy details both sets of circumstances and should be read in conjunction with our Safeguarding Children Policy,

Our Aim

To have procedures in place which are clear to all staff and committee members on our Information Sharing procedures.

Information sharing with consent

When a child moves on from Eckington Under Fives Pre-school, we share information about their progress and development with the next preschool provider or school. We also share information with other settings where a child attends more than one setting.

Parents are asked to give written consent to sharing child development summaries and to sharing information about any additional needs their child may have. On occasion, we may agree with parents to discuss particular issues with the new setting or school, where this may affect the child's transition. An example might be a difficult relationship with another child in the setting who will also be moving to the same school.

Parents are responsible for ensuring that other information about their child which may affect their progress is communicated to the next setting/school. This includes health and allergy issues and family circumstances such as illness, bereavement, divorce and separation.

Information sharing without consent

We are obliged to share confidential information without consent from the person who provided it or to whom it relates if this will prevent harm to a child or if not sharing the information could be worse than the outcome of having shared it.

The Data Protection Act provides a framework to ensure that personal information about living persons is shared appropriately. In our Safeguarding Children Policy, we detail those circumstances which would lead us to share information about a child with other services.

The three critical criteria informing the decision are:

- Evidence that the child is suffering, or is at risk of suffering, significant harm.
- Reasonable cause to believe that a child may be suffering, or at risk of suffering, significant harm.

- To prevent significant harm arising to children.

A decision to share information without consent is never taken lightly, is a decision made Jointly between staff and committee and always puts the safety and well-being of children first. Careful record keeping of any concerns helps to support any decision for sharing information without consent. Details of our record keeping procedures are also contained in the Safeguarding Children Policy.

This policy was written by Maria Smith and Donna Saunders on 9th November 2017	
Approved by Eckington Under Fives Committee	
Name:	Position:
Date:	Signature:

Working in Partnership with Other Agencies

Introduction

Eckington Under Fives pre-school work in partnerships with many different agencies to improve the lives and welfare of children in our care. Such agencies are;

- Speech and Language therapists
- Health Workers
- Children Centres
- College assessors
- Medical professionals
- Teachers
- Pre-school Improvement Advisors
- Area SENCO

This list is by no means exhaustive.

Our Aim

To work in partnership with local and national agencies to benefit the children and families in our care, ensuring safeguarding and welfare requirements are met always.

Procedures

- We work in partnership, or in tandem with, local and national agencies to promote the well-being of children.
- 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 Special Educational Needs & Disability 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.
- 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.

This policy was written by Maria Smith and Donna Saunders on 9th November 2017	
Approved by Eckington Under Fives Committee	
Name:	Position:
Date:	Signature:

Making a Complaint

Introduction

Our pre-school 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 pre-school and will give prompt and serious attention to any concerns about the running of the pre-school. 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.

Our Aim

We aim to bring all concerns about the running of our setting to a satisfactory conclusion for all of the parties involved. To achieve this, we operate the following complaints procedure.

Procedure

How to complain

Stage 1-

Any parent who has a concern about an aspect of the pre-school's provision talks over, first of all, his/her worries and anxieties with the pre-school manager.

Stage 2-

- If this does not have a satisfactory outcome, or if the problem recurs, the parent moves to Stage 2 of the procedure by putting the concerns or complaint in writing to the pre-school manager and the chair of the management committee.
- Most complaints should be resolved amicably and informally at Stage 1 or at Stage 2.
- The pre-school stores written complaints from parents in the child's personal file. However, if the complaint involves a detailed investigation, the pre-school 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 pre-school leader meets with the parent to discuss the outcome.
- When the complaint is resolved at this stage, the summary points are logged in the Complaints Summary Record

Stage 3-

- The parent requests a meeting with the pre-school manager and the chair of the management committee. The parent should have a friend or partner present if required and the manager should have the support of the registered person of the management committee, present.
- 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 summarize points are logged in the Complaints Summary Record

Stage 4-

- If at the Stage 3 meeting the parent and pre-school 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 EYCCS development officer (Early Years and Childcare Support) are appropriate persons to be invited to act as mediators.
- The mediator keeps all discussion confidential. S/he can hold separate meetings with the pre-school personnel (pre-school manager and chair of the management committee) 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 pre-school manager and the chair of the management committee 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.

OFSTED

Parents may approach **Ofsted** directly at any stage of this complaints procedure. In addition, where there seems to be a possible breach of our registration requirements, it is essential to involve Ofsted as the registering and inspection body with a duty to ensure the National Standards for Day Care are adhered to.

Contact OFSTED 0300 123 1231

OFTSTED Web site www.ofsted.gov.uk

These details are displayed on our settings notice board.

If a child appears to be at risk, our pre-school follows the procedures of the Worcestershire Safeguarding Board.

In these cases, both the parent and pre-school are informed, and the Pre-school Manager and registered person works with Ofsted or the WCSB to ensure a proper investigation of the complaint, followed by appropriate action.

Records

A record of complaints against our pre-school and/or the children and/or the adults working in our pre-school is kept, including the date, the circumstances of the complaint and how the complaint was managed. This is kept with the safeguarding information in a locked cabinet.

This policy was written by Maria Smith and Donna Saunders on 9th November 2017	
Approved by Eckington Under Fives Committee	
Name:	Position:
Date:	Signature:

Whistleblowing

Introduction

Whistleblowing is raising a concern about malpractice within an organisation. It is our intention that staff working at Eckington Under Fives Pre-school feel confident about coming forward and reporting any issues/concerns that they may have regarding the areas documented below, whilst remaining protected from any subsequent discrimination.

Our Aim

- Ensure staff understand their responsibilities and feel confident in raising and reporting a serious concern at the earliest opportunity.
- Provide avenues for staff to raise concerns and receive feedback on any action taken.
- Ensure that staff receive a response to their concerns and that they are aware of how to pursue them if they are not satisfied.
- Reassure staff that they will be protected from possible reprisals or victimisation if they have made any disclosures in good faith.

Procedures

Any concerns can be reported without this leading to any harassment or victimisation, and every effort will be made to keep both the concern and the member of staff's identity confidential

What should be reported?

- The inappropriate treatment or care of a child.
- Any breach in the behaviour of manager, staff, student or volunteer.
- Discrimination of any kind.
- Concerns that could impact on the health and safety of the children or adults.
- Persons found in possession of photographic equipment in toilet areas will be immediately reported to the DSL or to the chair of the committee.
- Any concerns about inappropriate or intrusive photographs
- Any breach of the settings policies and procedures.

Methods

- A concern can be initially raised by any staff member to their Manager and/or a Committee member.
- Discuss the nature of the concern together with the background, history of the concern and provide the relevant dates of incidents.
- There is no expectation that staff prove beyond doubt the truth of their suspicion; however, they will need to demonstrate that they are acting in good faith and there are reasonable grounds for their concern. All employees will be treated fairly.

Concerns will be dealt with in the following way;

- Initial enquiries will be made to decide whether an investigation is appropriate and if so what form it should take.
- The incident will be investigated by the Manager and/or Committee member and/or Ofsted Lead.
- If appropriate it will be referred and put through established Safeguarding children procedures and may form the subject of an independent inquiry.
- Within ten working days of a concern being raised, the member of staff will receive in writing:
 - Acknowledgment that the concern has been received.
 - An indication as to how the setting will proceed to deal with the matter.
 - Supply the member of staff with information on staff support mechanisms.
 - Inform the member of staff concerned as to whether any further investigation will take place and if not, why not.
- It may be necessary for the Chair person to interview staff to ensure that their disclosure is fully understood. Any meeting can be arranged away from the workplace, if so wished, and a representative or a friend may accompany the involved member of staff for support.
- If there are any difficulties experienced as a result of raising a concern, support will be offered.
- Staff will be kept informed, of the progress and outcome of any investigation to assure that any disclosure has been properly addressed unless legal reasons determine otherwise.
- Confidentiality – will be maintained and every effort will be made not to reveal a member of staff’s identity if they so wish. If however a member of staff makes an allegation frivolously maliciously or for personal gain, appropriate action, that could include disciplinary action, may be taken.
- The Public Interest Disclosure Act 1998 seeks to protect employees from discrimination as a result of ‘blowing the whistle’ on their organisation, or individuals within it, through amendments to employment law.

Related Policy-Safeguarding Children/Child Protection Policy

If an employee or volunteer feels the matter cannot be discussed with the manager or the registered person, they should contact Ofsted;

Whistle-blower hotline – WBHL, Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD. 0300 123 3155 Monday to Friday 8.00 to 18.00.

This policy was written by Maria Smith and Donna Saunders on 9th November 2017	
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