



**15/5/22**

**Parent Contract**

**Nursery policies and procedures**

**Meet the Team**

Person in charge and Manager is **Fiona Harcourt**

Deputy Manager is **Amy Uren**

Nursery Practitioner is **Alicia Hemela**

Nursery Assistant is **Sophie Thompson**

**Key workers**

Amy Uren – Pre School

Alicia Hemela & Sophie Thompson 2-3 yrs. children

Fiona Harcourt & Sophie Thompson all areas & after school club.

Please feel welcome to speak to your key worker at any time.

## **About us. Nursery Pets and family home**

Cranford is run by Fiona she is the manager and has owned the nursery since 2003, she has over 38 years' experience in child care & lives above the nursery with her husband, family & pets. Fiona's husband is a Director of the nursery but does not work in the nursery.

We have 2 dogs and 1 cat; The pets live upstairs with Fiona and her family, we teach the children to not pet the cat and dogs unless Fiona is with them. Please inform us in writing if your child is allergic or you wish your child does not have any involvement. The children are taught to wash their hands after handling any pets. The nursery children are never allowed upstairs in the private home.

## **Sickness including Covid**

Fees continue to be paid regardless of absence due to sickness this includes covid.

Children with a high temperature will be sent home. Children suffering from a contagious illness should be kept at home until the symptoms disappear. Please note that sickness and diarrhoea and impetigo are all contagious. Please phone the nursery to inform us of the nature of the illness so we can alert other parents and make observations of any other child.

**Children suffering from an attack of vomiting or diarrhoea should not come back until at least 48 hours have elapsed after the attack.**

Parents are expected to collect their sick child asap once nursery have called to inform them.

## **Extra Costs & Fees**

**Nonrefundable Deposit: £30.00 This reserves your place and gives you 3 introductory sessions for your little one. If your child does not need taster sessions then the deposit can be waived, please see Fiona.**

Yoga: £2.00 per session (Tuesday am)

Music & Movement: £2.00 per session (Wednesday am)

Fees are paid on the first of the month and in advance of the month and regardless of absence.

Parents pay fees as normal for family holidays.

All fees are to be paid by standing order / bacs.

Four week's notice is to be given before reducing nursery hours.

Four week's notice is to be given to leave nursery and must be from the 1<sup>st</sup> to the last day not in the middle of the month. If a parent wishes to leave in the middle of the month the full month fees should still be paid, this is the same for after school care.

We do not have concessions for family holidays or bank holidays. The fees are calculated as follows: weekly amount x by 50 weeks & divided by 12 months.

If fees fall in arrears then your nursery place may be withdrawn.

Refunds will not be given due to leaving early or sickness.

Parents will be notified in advance of any increase in fees.

We may charge a penalty for constant late pick up.

We do offer Sibling discounts please speak to Fiona.

**The nursery reserves the right to withdraw a child's nursery, after school and holiday place with immediate effect if fees are in arrears.**

Pre-School credit/voucher policy

Any financial help and reduction in nursery fees kindly offered by Fiona will end once your child reaches their preschool age this is because parents will have financial help from the government using their voucher.

**Term Time Fees.**

Term time is subject to availability  
(Confirmed by the department of education and children)  
The fees are calculated as follows: 195 teaching days divided by 5 is 39 weeks this includes in-service days, we then divide the sum over 11 months which will not include a payment in August. There will be 3 bank holidays included which are Tynwald day and the two holidays in May these can be used in Lieu.

**Non-payment of fees.**

Every effort will be made to accommodate difficulties with payment of fees, please speak to Fiona.  
It is policy to withdraw a nursery place and proceed with legal action to retrieve outstanding fees.

**Nursery Holidays**

Cranford will be closed on bank holidays however because we are a small Nursery, we charge fees for some bank holidays, these do not include Xmas, New Year or TT Senior race day. Fees are paid for children's absence and (family) holidays.  
Fees are not charged for one week over the Christmas Holiday or one week for TT, when nursery is closed.

**Packed lunches and Allergies.**

**Please provide an ice pack daily in lunch boxes**

If a child enrolls at Cranford who may have a nut allergy then we will request that parents do not put nuts in packed lunches, and a procedure will be put into place to accommodate the allergy.

We request that parents put ice packs in their child's lunch and please ensure any meats or dairy used is in date and chilled before put in the lunch bag cooler. If lunch is prepared the evening before please keep it refrigerated at home making efforts to ensure hygiene levels are maintained at all times.

**Dress.**

We request that parents dress children in old clothes for nursery as clothes can get ruined from paint and lost.

### **Nappies.**

Nappies and wipes must be provided by the parent, and a spare change of clothes for any accidents. Your nursery nurse will notify you if she requires more.

### **Emergency contact.**

Parents must notify nursery if you change your mobile phone number, work number or home number or if you move house. Emergency contact numbers are regularly updated as it is important we can contact you in case of an emergency or if your child is sick, please give as many numbers as possible just in case we cannot contact you.

### **Our garden is an Outdoor class room**

We spend long summer days in the garden as our garden is an outdoor classroom. Please put sun cream on your child before they come to nursery and provide a bottle of sunblock 50 and we will top it up throughout the day. Parents provide sun cream and a sun hat.

### **No precious comforters or toys please.**

We cannot accept responsibility for children's glasses getting damaged, broken or lost. Please do not bring to nursery any special comforters especially ones that your child may sleep with as these will get lost and forgotten. Please do not bring toys from home. Any of these things that are brought are the parent's responsibility. Once the nursery is closed then any comforters, toys, medicines, inhalers will need to stay until the nursery re opens it is the parent's responsibility to remember at the time of leaving. The staff and nursery are not responsible for any loss of these items please do not ask the staff to search toys at the end of your session.

### **Medicines**

Cranford Nursery staff DO NOT administer medicine unless it is life threatening medication such as Asthma inhalers & EpiPen etc., we have a medication policy and procedure which includes a medicine form.

If your child needs medicine throughout the day such as antibiotics or Calpol then your child is too sick to be in nursery. Parents are not permitted to come to nursery to administer medicine if this is required then please keep sick children at home.

Parents must inform nursery if they have given their child any medicine prior to arriving to nursery in case they have a reaction to the medicine or become ill.

We DO NOT allow parents to come to nursery throughout the day to administer medicine for example, Calpol, Ibuprofen, antibiotic, if your child needs these throughout the day then the child is too sick to be in nursery and must be kept at home.

Please inform us if your child is allergic to any plasters or antiseptic.

## **SLEEPING**

The children sleep in the middle nursery room on a sleep mat each and with their own blanket each. Depending on how many children are sleeping there will be one to two staff members who will sit with the children until all children are asleep. If there is one staff member in the room then the door **MUST** stay open for safeguarding reasons.

Once the children are asleep then the baby monitor is on with a wireless camera so staff members on sleeping duty can watch and hear the sleeping children on the monitor when leaving the room. The door can be slightly closed but **NOT** fully closed. The door is slightly closed to reduce noise disturbance for the sleepers. There **MUST** always be one staff member in charge of the sleep room and **MUST** stay on the nursery floor to monitor the sleeping children. The staff members on sleep duty **MUST** be recorded daily in the staff register and the staff on sleep duty **MUST** be rotated.

A CCTV camera will soon be operating within this room, the nursery hall and front nursery room, parents will be notified when CCTV has been fitted. This is linked to a monitor in the front nursery room, the only person who will see the footage is the nursery manager and deputy manager which is **Fiona Harcourt and Amy Uren**. The CCTV will safeguard children, staff and Fiona's family who live above the nursery.

## **Accidents**

We have an Accident policy and procedure which includes an Accident folder, we will record any major and minor accident or bruising that we know of, we will inform you of any accidents and parents will be required to sign the Accident sheet. If your child has had an accident at home or on their way to nursery, please notify us so that we are aware of any lump and can observe them if necessary.

We have a file containing all our policies and procedures which is available upon request or on line on our website [www.cranfordnursery@yahoo.com](http://www.cranfordnursery@yahoo.com)

**COMPLAINTS POLICY**  
**PLEASE CONTACT FIONA OR AMY FIRST WITH A COMPLAINT.**

WE WILL DO EVERYTHING POSSIBLE TO PUT THE MATTER RIGHT AND  
TO GIVE IT OUR FULL ATTENTION.

**Stage 1**

If any parent should have cause for complaint or any queries regarding the care or education of their child they should in the first instance take it up with the child's key worker.

**Stage 2**

If the issue remains unresolved and there is not a satisfactory outcome, then the Nursery Manager should be contacted. These concerns must be presented in writing to the Nursery Manager. The Nursery Manager will then investigate the complaint and report back to the parent within 10 working days.

This will be fully documented in the complaints log book and will detail the nature of the complaint and any actions arising from it.

(Most complaints will be resolved informally at stage 1 or 2.)

**Stage 3**

If the matter is still not resolved a formal meeting should be held between the Nursery Manager and Parent and Deputy Manager to ensure that it is dealt with sufficiently. A record of the meeting should be made along with documented minutes and actions. All parties present at the meeting will sign the record and receive a copy, which will signify the conclusion of the procedure.

**Stage 4**

If the matter cannot be resolved to their satisfaction, then parents have the right to raise the matter with the Registrations & Inspections Team on Tel: 01624 642427 / 642422

**Stage 5**

If the complaint is a safeguarding matter against the nursery then a referral to the duty social work team will be made if the parent asks and agrees to go ahead with a referral.

A record of complaints will be kept in the nursery. These will be accessible only to the parties involved and will be stored as confidential files. In case of a child protection related complaint, please refer to the Safeguarding Children Policy

The nursery reserves the right to cancel a nursery place and to request a parent to remove their child with immediate effect.

Parents may use the black comments box outside the front door to leave any suggestions or complaints.

Registrations & Inspections Team  
Catriona Bradley  
1<sup>st</sup> Floor, Belgravia House,  
34-44 Circular Road  
Douglas  
IM11AE  
Tel: 01624 / 642422  
randi@gov.im

# INFORMATION SHARING POLICY

## Policy Statement

"Sharing information is an intrinsic part of any frontline practitioners' job when working with children and young people. The decisions about how much information to share, with whom and when, can have a profound impact on individuals' lives. It could ensure that an individual receives the right services at the right time and prevent a need from becoming more acute and difficult to meet. At the other end of the spectrum, it could be the difference between life and death."

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 an adult; or if 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.

## 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 The Data Protection Act 2018 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 *Our aim is to be open and honest with the parent or family from the outset about why, what, how and with whom information will, or could, be shared, **and staff and Management MUST seek parental 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 with their consent (and without their consent this will only be when it is a matter of Safeguarding a child)*
- **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 *we seek advice if we are in any doubt, without disclosing the identity of the person where possible.*

- **Managers will contact the department of children's social care for advice where we have doubts or are unsure.**

4 **We share with consent** where appropriate and, on a need to know only basis, and respect the wishes of those **who do not consent** to share confidential information. We may still share information without consent if, in our judgement, that lack of consent can be overridden in the public interest. Our judgement on the facts will be based on the case.

- Guidelines for consent are part of this procedure.

5 *We will always consider safety and well-being: we will base our 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 settings designated person which is the Manager Fiona Harcourt

- We 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 We will ensure the information we share is Necessary, proportionate, relevant, accurate, timely and secure: We will ensure that the information we share is necessary for the purpose for which we are sharing it, is shared only with those people who need to have it, and that it is accurate and up to date and 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 We will keep a record of our decision and the reasons for it – whether it is to share information or not. If we decide to share, then we record what we 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**

**Parents MUST be informed that their consent to share information MUST be sought before any information is shared** 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 and include this in our parent contract. This policy can also be found on our website.
- 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 eg school**
- 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 Policy.

#### Legal Framework

Information Sharing: Guidance for practitioners and managers HM GOV July 2018  
Data Protection Act (2018)

This policy was adopted by F. Harcourt

Date: 1<sup>st</sup> August 2018

reviewed: 15/5/22

# Confidentiality Policy

We follow the requirements of the  
General Data Protection Regulation (GDPR)  
The Data Protection Act 2018.  
The Department of Health and Social Care regulations set under  
The Regulation of Care Act 2013 and  
The Minimum Standards set by Registration and Inspection Unit

At the nursery we work very closely with children and their families on a day-to-day basis. It is a legal requirement for the nursery to hold relevant information for each child and their families, which remains confidential at all times. This information is used for registers, invoices and emergency contacts.

All confidential records will be stored in a locked cabinet in line with the Data Protection registration.

## CONFIDENTIAL ISSUES MAY INCLUDE:

- Child details - Including developmental needs and behaviour.
- Parent details - Including their domestic circumstances.
- Nursery working practices and policies.
  - Nursery financial dealings.
- Staff details

## PROCEDURE

It is our intention at the nursery to respect the privacy of children and their families which is achieved by:

- Storing confidential records in a locked filing cabinet.
- Ensuring that all staff, volunteers and students are aware that this information is confidential and only for use within the nursery.
- Ensuring that staff are aware that information held for each child is confidential, and only to be used within the nursery setting. If any of this information is requested for whatever reason, the parent's permission MUST always be sought and Written authorisation from the parent MUST be given to discuss sensitive information.
- Ensuring that staff do not discuss personal information given by parents with other members of staff, except where it affects planning for the child's needs and ensuring confidentiality is always maintained outside of the nursery.
  
- Ensuring that any concerns/evidence relating to a child's personal safety are kept in a secure, confidential file. This information must be shared with as few people as possible on a need-to-know basis. If however, a child is considered at risk, the nursery's safeguarding children policy will override confidentiality.
- Ensuring that staff, student and volunteer inductions include an awareness of the importance of confidentiality.
- Ensuring that parents have access to files and records of their own children, but not to those of any other child.
- Gaining parental permission for any photographs of the children to be used within the nursery.

- Ensuring that staff have a professional relationship with all parents and don't become too familiar with particular families within the nursery.
- Ensuring that staff, students and volunteers are aware of, and follow, the nursery's social networking policy in relation to confidentiality.

#### STAFF AGREEMENT

- All areas of confidentiality must be adhered to at all times. At no time whilst in employment and after termination of employment with Cranford Nursery are you to divulge any of our clients details, working practices, policies or financial dealings to any other party.
- When taking on any private baby-sitting arrangements you must remain professional and ensure that confidentiality of the nursery is considered at all times.
- No information regarding other children or problems within the organisation is to be discussed with parents when baby-sitting is privately arranged. You must never become too familiar with parents and must ensure that this agreement is adhered to.
- When feedback is given at the end of each child's session you must ensure that it is done in a professional way, giving the parent all the information that they need to know about their child's day.
- You must ensure you are aware of and follow our social networking policy in relation to confidentiality.

If staff breach any confidentiality provisions, this may result in disciplinary action and, in serious cases, instant dismissal without notice.

Staff Name:

Date:

I hereby understand and will adhere to the above confidentiality policy and staff agreement.

Staff Signature:

## **Child protection**

### **Safe Guarding Children and child protection Policy.**

We would like to inform you of our Child protection policy which conforms to the Isle of Man's Child Protection and Safeguarding Children Boards policy and Procedures and is a legal requirement which we must conform too and is set by social services.

When a member of staff becomes concerned about a child and reports this concern to the safeguarding officer / management then we must proceed with the rules set out by government.

Our first procedure is to contact the parent to discuss the issue. If the problem is persistent or the parent has no positive explanation for the concern then the child's condition and parent's explanation will be recorded in a confidential incident book.

If we feel the child is at risk then the social services duty team will be contacted and the child protection Police officer before the parent is contacted.

(A child's condition can be their physical & emotional state, hygiene, diet and behaviour). Any injuries that the child has on him from home will be recorded in the Incident or accident book.

The second procedure is: If the nursery feels they need to pass the problem to the authorities then the social services duty team will be contacted after the parent has been informed or before the parent if we feel the child is at risk.

If the issue does not need to be reported to social services then with the parents' permission the child's health visitor is contacted or the CwAN co-ordinator, she will contact the family to offer support, if she feels additional support is required then she will contact social services/CwAN. If out of hours referrals are made then the duty social worker via the police station will be contacted.

If the concern is bruising (this can be unusual bruising and/or in an unusual place) then the first procedure is to contact the parents or if we feel the child is at risk the duty social work team. The duty social worker may need to see the bruise to identify if it is a concern and time is of the essence before the bruise fades.

We will always offer the family help and support throughout the procedure working in partnership with family and authorities ensuring the family can address the concerns without feeling isolated.

The nursery cannot be held responsible for reporting any concerns by following the procedures of child protection and safe guarding, by registering with the nursery parent/guardians are agreeing to our terms and conditions.

The nursery reserves the right to withdraw a child's nursery place, after school or holiday place **with immediate effect**. This may be for reasons that include social, emotional and behavioural issues of the child or parent or non payment of fees, even if they are under a child protection plan or have a social worker. This list does not deem to be exhaustive.

If you would like more information please contact Fiona who is Level 3 Safeguarding lead.

POLICE TEL: 631212  
DEPARTMENT OF HEALTH AND SOCIAL CARE  
CHILDREN AND FAMILIES TEL: 686179  
NURSERY INSPECTORS = 642427  
POLICE PUBLIC PROTECTION UNIT = 631493  
OUT OF HOURS 631212

# DATA PROTECTION & PRIVACY POLICY

Cranford Nursery School needs to gather and use certain information about individuals.

Your Privacy is important to Cranford Nursery School so we have a number of privacy notices which cover how we collect, use, transfer and store your personal information.

All your personal information shall be held and used in accordance with The General Data Protection Regulation 2018

Cranford Nursery School is the data controller of your Information.

Cranford Nursery School is committed to protecting all individual's rights of freedom and privacy.

## Why this policy exists

This data protection policy ensures Cranford Nursery School:

- Complies with data protection law and follows good practice.
- Protects the rights of staff and customers.
- Is open about how it stores and processes individual's data.
- Protects itself from the risks of a data breach.

## Policy Scope

This policy applies to:

- All staff and volunteers of Cranford Nursery School.
- All contractors, suppliers and other people working on behalf of Cranford Nursery School.
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It applies to all the data that the company holds relating to identifiable individuals, even if that information technically falls outside the General Data Protection Regulation Act 2018. This can include:

- Names of individuals.
- Postal addresses.
- Email addresses.
- Telephone numbers.
- Plus any other information relating to individuals.

## Storage of Data

The data you provide to us will be stored in our software systems.

Personal data held within a software system will be securely protected with individual logins, which will only be given to those who need to access the data.

## Your data subject rights

You may request access to all your Information that we collect online and maintain in our database by emailing us at the following address: [cranfordnursery@yahoo.com](mailto:cranfordnursery@yahoo.com)



We are obliged under GDPR to complete your request free of charge and within 1 month of receipt of the request

This privacy policy sets out how Cranford Nursery uses and protects any information that you give the nursery and when you use our website and Face Book site.

Cranford is committed to ensuring that your privacy is protected. Our website does not allow for you to be identified or to give any personal information.

Our Face Book is a closed Parents only group, please ensure you have your own personal security settings in place on your account. We do share photographs on our Facebook page and for advertising please inform nursery in writing if you do not want your child on the these.

Should we ask you to provide certain information on paper by which you can be identified, then you can be assured that it will only be used in accordance with this privacy statement.

Cranford may change this policy from time to time by updating this policy. You should check this page from time to time to ensure that you are happy with any changes. This policy is effective from 1st August 2018

### **What we collect**

We collect the following information:

- Name, address & Contact information including email address.

### **What we do with the information we gather**

Our registration forms gather information from you so that we can understand your needs and provide you with a better service, we use this information for:

- Internal record keeping.
- We may use the information to improve our products and services.
- We use the information to contact you.

### **Security**

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we do not collect your personal information on line via our website.

### **Cookies**

We do not use cookies.

Our website does not contain links to other websites. It does link you to our inspection report.

## **Controlling your personal information**

We do not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so.

You may request details of personal information which we hold about you under the Isle of Man Data Protection Act 2002. A small fee will be payable. If you would like a copy of the information held on you please write to Fiona Harcourt, 116 Woodbourne road, Douglas IM2 3BA.

If you believe that any information we are holding on you is incorrect or incomplete, please write or email us as soon as possible at the above address. We will promptly correct any information found to be incorrect.

**Cranford nursery reserves the right to terminate a parents contract with immediate effect and withdraw a nursery place. A letter of immediate notice will be given to the parent stating that the nursery place has been withdrawn.**

**Please sign and return to nursery for our records.**

I have received, read and understood my contract with Cranford Nursery

**Name of Pupil:**

**Parent/guardian sign name:**

**Print name:**

**Relationship to child:**

**Date:**

Return this sheet only to nursery.

Thank you