



1/10/21

Parent Contract

Nursery policies and procedures

Meet the Team

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

Deputy Manager is **Amy Uren**

Second Deputy Manager is **Erin Moran**

Senior Nursery Practitioner is **Maia Haddock**

Nursery Practitioner is **Alicia Hemela**

Key workers

Amy Uren – Pre School

Erin Moran - 2-3 yrs. children

Fiona Harcourt & Maia Haddock all areas & after school club.

Alicia Hemela is Nursery Practitioner all areas

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.

Covid 19 & Sickness

Children with a high temperature will be sent home. We do not administer medicine such as Calpol or Ibuprofen.

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 that nursery can alert other parents and make observations of any other child who seems unwell.

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.

COVID 19, Fees & Child Absence

Covid 19 – We do not charge fees if we are in lockdown however if fees continue to be paid then we will deduct the payments so parents can reuse them as credit on your account, please ask Fiona for more details.

If your child is absent for any reason, please contact the nursery school to inform us, fees are paid as usual.

If children miss a session that session is forfeited and paid as normal, however we like to be flexible where possible so please do ask.

Parents pay for unforeseen closure days such as a snow day.

Extra Costs & Fees**Deposit, Admin and compliance fee: £30.00**

This fee reserves your place and offers you 3 free taster sessions before your child starts and is Non-Refundable.

Yoga: £2.00 per session

Music & Movement: £2.00 per session

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

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 1st 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.

Parents pay for holidays.

We do not have concessions for family holidays or bank holidays. The fees are calculated as follows: weekly amount x by 51 weeks & divided by 12 months, however please speak to Fiona as we will be flexible where possible.

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; it does not include August bank holidays or any other.

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 bank holidays including all absence and short (family) holidays.

Fees are not charged for the week over the Christmas Holiday 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 may 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 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 folder.

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

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

**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

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

Ground floor

St Georges Court

Hill Street

Douglas IM1 1EF

Tel: 01624 642427 / 642422

randi@gov.im

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.

(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.

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

INFORMATION SHARING SUMMARY POLICY.**Policy Statement**

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

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

- It is to prevent a crime from being committed or to intervene where one may have been, or to prevent harm to a child or 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.
- Our policies and procedures set out our responsibility regarding gaining consent to share information and when it may not be sought or overridden.
- We may cover this verbally when the child starts or include this in our prospectus.
- Parents sign our Registration Form at registration to say they understand this.
- Parents are asked to give written consent to share information about any additional needs their child may have, or to pass on child development summaries to the next provider eg school

Our policies and procedures set out our responsibility regarding gaining consent to share information and when it may not be sought or overridden. Please see our safeguarding children and child protection policy, our children's records policy, our information sharing policy for this information.

Additional Needs

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 e.g. school

If you would like more information please contact Fiona.

DATA PROTECTION & PRIVACY POLICY 1/9/20

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

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