Section 8. Information and records

**Safeguarding and Welfare Requirements: Information and records**.

Providers must maintain records and share information to ensure the safe and efficient management of the setting, and help ensure the needs of all children are met.

8.1 Setting prospectus

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Every Child Matters-supporting the 5 outcomes

Enjoy and achieve

Achieve Economic well being

Stay Safe

Safeguarding and Welfare Requirements: Providers must implement a policy, and procedures, to promote equality of opportunity for children in their care.

**8.2 Admissions**

**Policy Statement**

Busy Bees welcomes registrations from any family within Salisbury and the surrounding areas. We will endeavour to describe the preschool in terms which make it clear that fathers, mothers, other relations and other carers such as childminders are welcome. People from all cultural, ethnic, religious and social groups with or without disabilities or special needs are equally welcome.

 **Procedures**

* Busy Bees is able to accommodate approximately 70 children on role at any one time, a capacity of 44 children per session.
* All families living in Salisbury and the surrounding areas are welcome to register their child at any time after birth. Completion of an Initial Registration form reserves a place. No deposit or booking fee is required but parents are politely asked to inform us if they no longer need the space.
* At registration families must indicate how many sessions per week they require and how many they anticipate increasing that to as the child gets older. Families needing a full-time place of 30 hrs must request this at initial registration.
* Children may start after their 2nd birthday.
* Children normally join us at the beginning of a term. Exceptions may be made for children moving into the area or children referred from Social care or other agencies.
* We endeavour to enable all families to access 15 hrs per week of universally funded hours. Families wishing to use up to 30 hrs through extended funding are encouraged to make their intentions known as early as possible, and provide the necessary information for this to be accessed prior to starting
* Parents must book the sessions they require and a childcare contract will be completed to confirm those sessions. The pre-school will endeavour to provide sessions which suit the needs of families but sessions are allocated on a first come first served basis.
* Families are consulted annually regarding opening hours to ensure we are meeting the needs of our families wherever possible.
* All families are invited to two ‘stay and play’ sessions before their child starts. These sessions provide time for children to explore the environment with their parents and for parents to discuss the child’s individual needs with the key person.
* Careful attention will be paid to the number of families registering and any families wishing to register once capacity has been reached will be placed on a waiting list for the appropriate room.
* Waiting lists will be ordered in a ‘first come first served order’ except for emergency admissions, for example referrals from other agencies or looked after children, which would take priority.
* Parents are required to complete a registration pack prior to leaving their child in our care. The registration pack requests:

 Parent’s details

 Emergency contact information,

 Medical, health and allergy information

 Details of any other professionals working with the family

 Permissions

 Language, religion and cultural information

* We require sight of the child’s birth certificate or passport in order to verify identity and date of birth.
* Families claiming the Nursery Education grant for 2, 3 or 4 year olds will be asked to complete a declaration form termly to enable the preschool to claim the funding on their behalf.
* Families wishing to use extended entitlement funding for up to 30 hours must apply for this through HMRC and provide the preschool with a validation code. It is parent’s responsibility to update their details with HMRC every three months.
* Please see our terms and conditions for our fees policy.

**Learning and Development Requirements**: **The areas of learning and development**

The key person must seek to engage and support parents and/or carers in guiding their child’s development at home.

**8.3 Parental Involvement**

**Policy statement**

We believe children benefit most from early years education when parents and practitioners work together in partnership. We recognise parents as their child’s primary educator in the early years and aim to support them to in this role by involving them in all aspects of their child’s learning and pre-school life. As a committee run group we welcome parents to become involved in the management of the setting.

**Procedures**

* We aim to build open and honest relationships with all parents/carers to create an environment where information is shared. We expect parents to inform us of any information which may impact their child’s development, behaviour or well-being.
* Parents are requested to contact us via telephone or e-mail if their child will not be attending for any reason.
* We request parents provide information about their child’s interests and learning both before they start and throughout their time at preschool. This takes the form of formal and informal conversations about their development, questionnaires, wow moments, photographs and other contributions to the learning journey.
* We will provide information so parents know what their child is learning at preschool and how they can help them at home. This takes the form of newsletters, information leaflets, individual learning plans and parent/key person development meetings.
* Parents are expected to meet with their child’s key person at least 3 times per year to discuss their progress. Dedicated sessions for this are held at the end of terms 1, 3 and 5 but it is made clear that an appointment can be made at anytime.
* The settings full policies and procedures are available for parents to view at any time, a paper copy in the lobby and available on the website.
* Parents are welcome to spend time in the setting with their child at anytime but are formally invited to do so once a big term during ‘Parents week’. The objective is for parents to see what their child gets up to during a normal session and to find out more about how they can support learning at home.
* Parent’s views and suggestions are welcomed. They can share their opinion through speaking to staff, completing a suggestion slip and through completing our annual survey.
* Parents are welcome to join the committee in order to play an active role in the management of the setting.
* Key dates and events are published on the termly newsletter, notice board and website. In addition, reminders may be sent via e-mail or posted on the Busy Bees Facebook page.
* Parents are made aware of these responsibilities in the ‘Welcome information’ received upon starting with us.

**Safeguarding and Welfare Requirements**: **Information and records**

Providers must maintain records and obtain and share information (with parents and carers, other professionals working with the child, and the police, social services and Ofsted as appropriate) to ensure the safe and efficient running of the setting, and to help ensure the needs of all children are met.

**8.4 Children’s records and transition records**

**Policy statement**

We have a system of record keeping in place which enables us to meet the learning and development needs of all children and support their health and well-being. When using and storing information consideration is given to the General Data Protection Regulation (2018) and the Human Rights Act (1998).

**Procedures**

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

**Developmental records**

* These include, observations, photographs, video clips, samples of work, 2-year progress checks, individual learning plans and curriculum trackers. See curriculum policy for full details of the assessments we carry out at Busy Bees.
* This information is stored within the child’s individual learning journey, which are kept within the rooms. Learning Journeys are kept by the preschool for the duration of the child’s time here and given to parents when the child leaves the setting. Information contained within Learning Journeys and assessments is shared with parents and may also be shared with; other settings the child attends or is transferring to, Ofsted and Wiltshire Early years team. Parental consent for information sharing is obtained at registration. Parents may withdraw consent at any-time.
* Copies of formal assessments such as 2-year check and transition records are kept in a locked filing cabinet in the office and held for a minimum of 3 years or until after the next inspection by Ofsted.
* Three times per year the development stages of all children are recorded, anonymously, to plot trends of development across the setting. This information is shared with staff in order to identify areas we can support children further. This data is not shared with parents but maybe shared with Ofsted and Wiltshire Early years team. Data will be retained for a minimum of 3 years and until after the next inspection by Ofsted.

 **Transition to school**

* Transition records are shared with parents before being forwarded to the new setting or primary school. Records of development are only shared with parent’s consent.
* School are advised of any Safeguarding concerns which have warranted a referral to Social care or the opening of a CAF.
* School are advised of any SEND and receive copies of any recent My Support Plans, IEPs and reports from external professionals.

**Personal records**

* A thorough registration pack is completed on admission and filed in the registrations folder to serve as the main source of personal, medical and family details for that child. This is stored within the office. In an emergency this information can be accessed by any member of staff for the purpose of keeping children safe.
* We keep records of the sessions children are due to attend and record the arrival and departure times of all children every day.
* Registers of children’s attendance are kept in a folder within each room for the duration of the academic year at which point they are archived within a locked storage cupboard. Registers may be shared with Ofsted and Wiltshire early years team for inspection and auditing purposes.
* Medication records and records relating to any reportable death, injury or disease are stored within a locked filing cabinet. These records may be shared with Ofsted or other appropriate regulatory bodies.
* Other accident records are stored within a folder in the office for the duration of the academic year at which point they are archived within a locked storage cupboard. These records may be shared with Ofsted or other appropriate regulatory bodies.
* Information relating to the family’s wellbeing, any safeguarding concerns or observations and minutes of any meetings with parents or other agencies will be stored separately in an individual welfare file. These are stored in a locked filing cabinet. Within the setting this information is only shared with safeguarding officer and deputy. Other staff will be advised on a ‘need to know’ basis. This information may be shared with any setting or agency, including but not limited to, the police and social care, with the purpose of protecting children from harm. For full details of sharing information to protect children see Safeguarding policy.
* Information relating to any SEND concerns or support, reports from other professionals, referrals and records of meetings with parents and professionals for those children are stored in an individual SEND file. These are stored in a locked filing cabinet. This information may be shared with Wiltshire SEND service with the purpose of accessing further support for the child.
* Parents may request to view any information held on their own children but may not have access to information about any other child. (See access to information policy for further details)
* Staff will not discuss children’s personal information except where if affects planning for the child’s needs and relevant in supporting their well-being. (See confidentiality policy)
* We retain children’s records for a minimum 3 years after they have left the setting and until after the next Ofsted inspection. Records which relate to child protection matters or a significant accident (which required medical attention) will be kept until the child reaches the age of 24 years.

**Legal Framework**

General Data Protection Regulation 2018

Human rights Act 1998

 **Safeguarding and Welfare Requirement: Information and records** Providers must maintain records and obtain and share information (with parents and carers, other professionals working with the child, and the police, social services and Ofsted as appropriate) to ensure the safe and efficient running of the setting, and to help ensure the needs of all children are met.

**8.5 Provider Records**

**Policy Statement**

We keep records and documentation for the purposes of maintaining the preschool. These include:

Records of our registration

Lease documents

Health and safety records and Risk Assessments

Employment records

Committee records and meeting minutes

Financial records

**Procedures**

* All records relating to our registration with Ofsted and committee records are the responsibility of the Chair of trustees, however the manager will oversee and receive copies of all paperwork relating to registration and committee business. This information will be available to share with Ofsted at inspection or upon request. All committee information is kept for a minimum of 6 years.
* Financial records are maintained by the accountant using information provided by the manager. The accounts are certified once a year. All data is stored electronically on memory sticks which do not leave the setting office. Information relating to individual family’s fee payments and individual staff salaries are confidential however all other financial information may be shared with any other party with a valid reason for requesting such information. All financial records are kept for 6 years.
* Health and safety records are maintained to reflect ongoing risk assessments, regular checks and inspections of appliances and services. These records are kept within a filing cabinet in the office and available for inspection by Ofsted, Health and safety executive and any other party with a valid reason for requesting such information.
* Our Ofsted registration certificate is displayed.
* Our Public Liability insurance certificate is displayed.
* All employment records are kept securely and confidentially within individual folders within a locked filing cabinet. Staff files are only shared with those directly involved with staffing recruitment and management. Staff files maybe shared with Ofsted for inspection purposes.
* We notify Ofsted of any changes to the premises which affect the space available to children or the quality of childcare we can provide.
* A change of manager will be reported to Ofsted.
* A significant event or incident which may question our suitability to look after children would also be recorded and reported to Ofsted.

**Safeguarding and Welfare Requirements**: **Information and records** Providers must maintain records and obtain and share information (with parents and carers, other professionals working with the child, and the police, social services and Ofsted as appropriate) to ensure the safe and efficient running of the setting, and to help ensure the needs of all children are met.

**8.6 Confidentiality and client access to records**

**Policy Statement**

The pre-school’s work with children and families will sometimes bring us into contact with confidential information. We aim to create an environment where information can be shared in confidence and that it will only be used to support the development and welfare of the child. Information is stored securely and handled in accordance with the General Data Protection Regulation (2018) and the Human Rights Act (1998).

**Procedures**

To ensure that all those using and working in the pre-school can do so with confidence, we will respect confidentiality in the following ways:

* Information given by parents/carers to manager, deputy manager or key worker will not be passed on to other adults without good reason or permission.
* Any anxieties/evidence relating to a child’s personal safety will be kept in a confidential file and will not be shared within the group except with, as appropriate, the child’s key person, manager/Deputy Manager, child protection officer and/or the chair.
* Staff never share information with first-time callers. For example, a first call claiming to be from Social Services must be checked out thoroughly and counter-checked taking the name and job role of the person and then calling back on a known office telephone to confirm their identity, before releasing or confirming any information.
* Students on Pre-school Learning Alliance or other recognised qualifications and training, when they are observing in the pre-school, will be advised of our confidentiality policy and be required to respect it.
* Staff will not discuss individual children, other than for purposes of curriculum planning/group management, with people other than the parents/carers of that child. Discussions will take place within the pre-school or at staff meetings. Individual children and matters relating to children will not be discussed outside the setting.
* Staff will not use internet chat rooms or social websites such as MSN or Facebook to discuss children or any work-related issues.
* The staff have a private online forum where they are able to discuss general matters relating to the day to day running of Busy Bees. They will **NOT** discuss individual children or confidential matters relating to the pre-school and under no circumstances will identify individual children using their initials for example.

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 policy on safeguarding and child protection.

**Parent access to records.**

* Parents may access their child’s Learning Journey at any time but are requested to seek permission if they wish to take it off site, for example to share with family.
* Requests to view any other files or records, for example SEND or Safeguarding records must be made directly to the manager.
* The manager will prepare the file and request consent from any third parties who may be named in the information. Should any third parties decline consent, a copy of the file will be prepared with any reference to them removed.
* A meeting will be arranged between the manager and parent to share the file. At the meeting the information will be explained and any questions answered before a copy of the information is taken away.

**Safeguarding and Welfare Requirements**: **Information and records** Providers must maintain records and obtain and share information (with parents and carers, other professionals working with the child, and the police, social services and Ofsted as appropriate) to ensure the safe and efficient running of the setting, and to help ensure the needs of all children are met.

**8.7 Information Sharing**

**Policy Statement**

Whilst we respect a family’s right to privacy, circumstances may arise where information must be shared in order to protect children. Such circumstances would be when a crime has been committed or when trying to prevent a crime being committed. Information will be shared in circumstance where not sharing would result in a worse outcome that sharing it. Where there is evidence or reasonable cause to believe a child is suffering or at risk of significant harm information will be shared as detailed in Safeguarding Policy.

With parental consent information may also be shared with other settings the child attends with the purpose of supporting well-being, learning and development.

**Procedures**

* Where it is safe to do so, we will be open and honest with parents when we have to share information with other agencies.
* We may seek advice from relevant agencies without disclosing any identifiable information if we are unsure.
* The child’s safety and well-being are our main priority when considering when to share information or not.
* We shall ensure any information shared is accurate, relevant and up to date to the best of our knowledge. We shall ensure it is shared in a timely and secure way and only with those who have a direct need to see it.
* We shall keep records of all information sharing decisions and requests for information.
* We shall assess each case and circumstances individually, aiming to share information with informed consent wherever possible.
* Consent is obtained to share information with other settings the child attends as part of the registration process.
* The General Data Protection Regulation (2018) and Human Rights Act (1998) are not seen as barriers to information sharing, rather as legislation to ensure it is shared appropriately and legally

**Safeguarding and Welfare Requirements**: **Information and records** Providers must maintain records and obtain and share information (with parents and carers, other professionals working with the child, and the police, social services and Ofsted as appropriate) to ensure the safe and efficient running of the setting, and to help ensure the needs of all children are met.

**8.8 Making a complaint**

**Policy Statement**

We aim to provide the best possible care for children who attend our setting. We welcome suggestions of how we could improve any aspect of our practice and give prompt attention to any concerns raised. We anticipate most concerns can be resolved quickly and informally through good communication between parents and staff. In the event this does not happen we have a procedure for dealing with complaints with the aim of providing a satisfactory conclusion for all parties.

**Procedures**

**Stage 1**

* Any parent who has concerns about an aspect of our provision should firstly speak with the manager.
* An informal discussion will resolve most complaints at this stage.
* A complaint of a very serious nature may lead to the manager escalating the complaint immediately and or contacting Ofsted or following safeguarding procedures.

**Stage 2**

* If the problem cannot be resolved at stage 1 or if the problem should re-occur the parent may put their complaint in writing to the manager. Support should be provided if parents require help to write the complaint.
* The manager will undertake an investigation and will meet with the parents to discuss the outcome of the investigation. This should be completed within 28 days.
* The written complaint and any information relating to the complaint are filed within the child’s records.
* Summative points are recorded in the Complaints Record.

**Stage 3**

* If the complaint cannot be resolved at stage 2 the complaint is referred to the Chair Person and a meeting is arranged between the chair person and parent. The parent may bring a friend or partner to support them and the chair person will be supported by a member of the management team.
* A written record of the discussion is made and any actions or decisions recorded.
* All parties sign the record and by doing so agree the matter is concluded.
* Summative points are recorded in the Complaints Record.

**Stage 4**

* Should the complaint remain unresolved a mediator maybe called upon to aid resolution. The mediator should be a third party who is agreed by the setting and the parent. A representative from the Pre-school Learning Alliance or Wiltshire Early Years team would be suitable people.
* The mediator may speak to all parties individually or hold a full meeting.
* They can offer advice but hold no legal powers.
* A record of all discussions is kept.
* Final decisions and actions are recorded at this stage and all parties sign to agree the matter is concluded.
* The complaint is recorded in the Complaints Record.

Parents may approach Ofsted at any stage of the procedure on 0300 1234 234.

Section 8. Information and records

This policy was adopted at a meeting of Busy Bees Preschool

Held on

Signed by Manager

Signed by Officer