



Registration Form

*Registration form for starting your child at
Saltwood Play and Learning Centre*

School Road
Saltwood
Kent
CT214QS
Tel: (01303) 238712
E-mail: jessica.splc@outlook.com

Charity No. 1118798

OFSTED URN No. EY402676

Saltwood Play and Learning Centre: Registration Form

Dear Parents/Carers,

Thank you for taking an interest in Saltwood Play and Learning Centre. You may contact us at any time using the details on the front of this pack should you have any queries. If you would like any help completing this form, please do not hesitate to approach a member of the team who will be able to assist you in confidence.

The information you are asked to provide is necessary in order for us to best meet the needs of you and your child. Please ensure that all sections are completed as required.

We aim to provide high quality care and learning opportunities for your child in a manner that suits your needs, therefore we have a selection of session times as follows;

We are open Monday-Friday - 9am - 3pm

- 9am -3pm
- 9am- 12pm
- 12pm - 3pm

Your child may attend Saltwood Play and Learning Centre for any combination of these sessions, providing we have space available to accommodate them. If you wish your child to attend a session that is fully booked they will be placed on our waiting list and allocated the required session as soon as it becomes available in accordance with our Admissions Policy.

Yours sincerely,

Jessica Edmed

Centre Manager

Please bring your child's birth certificate or Passport with you when you return this form

Child's Details

Child's full name: _____

Gender: MALE FEMALE

Child's preferred name: _____

Child's date of birth: _____

Expected start date: _____

Days & Sessions required: Please tick sessions required

	Morning	Afternoon
MONDAY		
TUESDAY		
WEDNESDAY		
THURSDAY		
FRIDAY		

Religion: _____ Child's first language: _____

Any other languages spoken at home: _____

Child's Ethnicity: _____ Nationality: _____

Country of Birth: _____

Child's **Home Address:** _____

Post Code: _____ Home Tel: _____

Parent Details

Names of parent/carer with whom the child normally lives:

1. _____ Parental Responsibility? YES NO

Tel; Mobile: _____ Work: _____

Email: _____ (Please print clearly)

2. _____ Parental Responsibility? YES NO

Tel; Mobile: _____ Work: _____

Email: _____ (Please print clearly)

Name of any parent with whom the child does not live: _____

Parental Responsibility? YES NO

Address: _____

Tel; Home: _____ Mobile: _____ Work: _____

Does this parent have legal access to the child? YES NO

We can, on request, send additional information to a parent who does not normally live with the child. This would include a termly summary report of the child's learning and development.

Would this service be required? YES NO

Emergency contact details & Persons authorised to collect child

Parent/Carer 1 - Daytime/Work: _____

Parent/Carer 2 - Daytime/Work: _____

Other emergency contact details (please provide at least two):

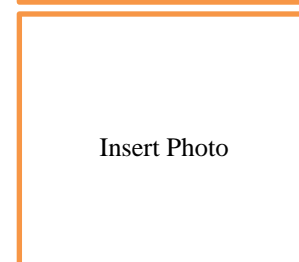
Name: _____ Relationship to child: _____

Telephone: _____ Mobile: _____



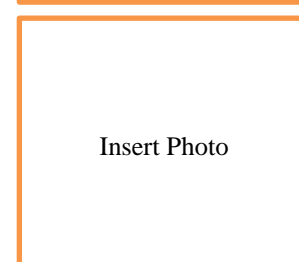
Name: _____ Relationship to child: _____

Telephone: _____ Mobile: _____



Name: _____ Relationship to child: _____

Telephone: _____ Mobile: _____



In order to maintain your child's safety please provide a password that can be used by all of the people listed above when collecting your child:

Password: _____

Are there any adults who should **NOT** collect your child?

Name: _____ Name: _____

Health and Developmental Details

Has your child had the following immunisations?

Diphtheria:	YES	NO	Tetanus:	YES	NO
Measles, Mumps, Rubella:	YES	NO	Meningitis C:	YES	NO
Polio:	YES	NO	HIB:	YES	NO

Does your child have any allergies? Please also state if contact allergies.

Does your child have any dietary needs? _____

Are any of the following in place for your child?

Early Years Action:	YES	NO
Early Years Action Plus:	YES	NO
Statement of Special Educational Need:	YES	NO

Do you have any concerns regarding your child's health or development? YES NO

Hearing: _____

Vision: _____

Speech & Language: _____

General Health: _____

Other: _____

Known Medical conditions, (including Hepatitis B, Epilepsy, Diabetes, Asthma, and Eczema): Include information on how this is managed/controlled.

Family Doctor;

Name: _____ Surgery: _____

Address: _____

Telephone: _____

Health Visitor;

Name: _____ Address: _____

Telephone: _____

Has your child had their 2 year check with the health visitor, If not when is it due _____

Other professionals involved with your child:

1. Name: _____ Role: _____

Telephone: _____

2. Name: _____ Role: _____

Telephone: _____

If your child has any involvement with a Social Worker, or is subject to a Child Protection Plan, please give details above and a brief explanation below:

Other

Will your child be attending any other early years settings? Please give name, address, key person and hours attending.

Special requests/requirements about religious observance, food, clothing, health or other matters to be adhered to while at nursery.

Please supply any background information on your child which may help us to understand him/her. For example any special fears, brothers or sisters or pets: any special words for the toilet etc: any recent family events which may have affected your child...

Consent

In the event of my child requiring emergency treatment and the person in charge, or their deputy, being unable to contact me, I give consent for the member of staff accompanying my child to approve the application of any emergency treatment including anaesthetic advised by the medical authorities for the wellbeing of my child.

Signed _____ Date _____

Telephone Numbers _____

Relationship with child

Market Research

Please give a brief explanation on why you have chosen Saltwood Play and Learning Centre for your child:

Nursery Fees

FEES ARE STILL PAYABLE IN YOUR CHILD'S ABSENCE.

PLEASE ENSURE THAT YOU HAVE READ AND FULLY AGREE TO THE TERMS OF THIS POLICY

Fees - Each 3 hour session is currently charged at £5.07 per hour (£15.21) – reviewed annually (Jan). Please check with the manager regarding current pricing.

Free early education is currently available for children aged 2, 3 and 4 years of age. Please ask the Nursery Manager if you are unsure of your child's eligibility.

Lunch is taken between 12 -12.45pm. Packed lunches are required for children attending afternoon sessions.

Voluntary Contributions: We ask for a voluntary consumable charge of 25p per **funded** half-day attended (50p per **funded** full day) as a contribution towards the costs of snacks, art and craft materials and paper towels/wipes etc. but not the cost of trips and parties which will remain as a one off small charge to parents as and when these events occur.

Fees are payable termly in advance as per invoices sent to your home address or email prior to term start dates. Arrangements may be made for half-termly payments if preferred. Alternative arrangements may be available for special circumstances. All enquiries will be dealt with in the strictest confidence.

Sickness - There is no reduction in fees if your child fails to attend through illness. **Children should not return to nursery until 48 hours after the last bout of any sickness or diarrhoea**

Notice - If your child attends sessions over the allocated free early education, a term's notice is required when withdrawing your child from the Nursery. Fees will remain in place throughout the notice period. All efforts will be made to find alternative sessions if those booked become unsuitable.

Taster Sessions- Please enquire with the Nursery Manager regarding up to two taster sessions available for you to attend with your child. This will allow for an easier settling in period and gives you an idea of a typical day.

Admission Policy - Please ask the Nursery Manager for a copy of our Admission Policy on registering.

Booking your place Please ensure you have returned this form to the Nursery Manager **Jessica Edmed, Saltwood Play and Learning Centre, School Road, Saltwood, Hythe, Kent CT21 4QB**
For queries- telephone -01303 238712 or 07921 458430 or email jessica.splc@outlook.com

I have read and understood the terms and conditions, as set above

Parents/Carer Name: _____ Signed: _____ Date _____

Your Signed Agreement

You have been given a copy of Saltwood Play and Learning Centre Parent Prospectus with this Registration Form, Policies and procedures can be read on our website: www.saltwoodplayandlearningcentre.org, some important ones are included at the end of this form. We require you to agree to them by signing the following;

I, (name), _____, have read, understood and agree with the contents of the Saltwood Play and Learning Centre Parent's Prospectus and the Policies and Procedures therein. I also confirm that I have received a copy of the Complaints Policy

Signed: _____ Date: _____

Parent/carer of: _____

Copies of our OFSTED reports are available for you on request. We value you as parents and carers and are committed to offering you the best possible service we can. If any problems or issues should arise please do not hesitate in approaching us.

Parental Consents

It is necessary for us to comply with current Legislation and Guidance with regard to the care of your child. The following parental consent requests also ensure that we are fully meeting you and your child's needs and are able to follow your wishes with regard to your child's care during their time with us. If you wish to discuss any of the consents below further, please do not hesitate to contact us.

Personal Care

I give consent for staff members of Saltwood Play and Learning Centre to change my child's nappy and clothing and to assist them, if need be, when they have been to the toilet. I understand that only staff members who hold an Enhanced Disclosure Certificate from the Disclosure and Barring Service will be administering such care. All such care will be carried out in accordance with our intimate care policy.

YES NO

First Aid

All staff members have attended appropriate First Aid training in accordance with our **First Aid Policy**.

I give consent for **EMERGENCY FIRST AID** and **FIRST AID TREATMENT**, to be administered in the event of an accident or injury. (Where necessary the Ambulance Service will be contacted immediately and parents/carers informed of their child's injuries).

YES NO

I also confirm that my child is not allergic to **PLASTERS** and can have one administered when a small graze occurs:

YES NO

Application of Sun Cream

We are very conscious of ensuring your child is adequately protected in the sun. We ask that during the warmer months you apply sun cream to your child's exposed skin prior to bringing them to Preschool. We will provide sun cream to reapply after lunch to children before going outside. This will be a children's sensitive brand. If your child requires a specialist sun cream you will need to provide this.

I consent for the staff of Saltwood Play and Learning Centre to apply Sun Cream to my child's exposed skin should the need arise.

YES NO

Tapestry

At Saltwood Play and Learning Centre we use an online learning journal called Tapestry to record and store all observations and assessments relating to each child. This is a safe and secure system and one that enables parents and carers to access their child's learning journey at any time. They can share it with their child, family and friends at home and also post any comments and photographs of their own, helping to create a holistic view of the child and strengthen the parent partnership.

By logging on with a secure username and password you will be able to view all of your children's observations, photographs and even video from their time at SPLC. You will even receive an email telling you when a new observation or piece of work is available for you to view. This will enable you to follow your child's individual progress closely and you can reflect upon their achievements with

your child. You can add comments so that we as a staff find out about which activities your child really enjoyed and the learning they get up to at home.

Staff will reference your child's learning to the EYFS profile so you will know which area of learning your child is achieving in and the age-band they were working in for that activity. All of this information is stored on a highly secure server which is monitored closely.

E-safety is extremely important to us at Saltwood Play and Learning Centre, therefore we ask you to provide us with the following information and to sign the agreement and other information to show that you understand and will agree with our guidelines. We have a section in our e-safety policy regarding Tapestry which can be found on the parent noticeboard and on our website.

We know how much you like to see your child coming home from Nursery proudly clutching their most recent piece of work. Therefore we will photograph the pieces of work we need to keep as evidence and then it will come home with your child. We understand many of you like to keep all the work in a special place so we will be keeping the children's scrapbooks and draws.

Once you have signed and returned the permission slip you will be sent an email asking you to log on and to create a password. Please keep this safe. The SPLC staff will not know personal passwords.

Agreed guidelines for accessing and using Tapestry 'Online Learning Journeys'
As a parent I will...

Not publish any of my child's observations, photographs or videos on any social media site.

Keep the login details within my trusted family.

I accept that my child's photograph may appear on their friends learning journal account and I may see pictures of my child's friends on my child's personal account.

Speak to a member of staff if I experience any difficulties accessing my child's learning journey.

I agree to the guidelines:

Print name: _____

Name of child: _____

Signature: _____ Date: _____

Email: _____

With regards to photographs taken, please indicate below whether you are happy for your child to be included in pictures taken for these purposes:

At Nursery, this may include:	YES	NO
• Photo Albums		
• Displays		
• Staff coursework		
Printed media (for example in the parents prospectus, Family Directory etc)?	YES	NO
On our Website (unnamed)	YES	NO

Local Outings

During your child's time with us we will undertake a number of local trips in the community; we believe that this enhances your child's learning and development opportunities. These trips may include visiting the woods, shop, library, Residential Home and so on. All outings of this nature are carried out in accordance with our **Outings Policy** and may include the use of public transport, but under no circumstances will involve the use of staff members' personal vehicles.

I consent to my child taking part in trips in the local area, I understand that for extended trips I will be required to give additional consent at the time.

YES NO

FACE PAINTING

On special occasions the children like to have their face painted. However, some children may have allergies or skin conditions such as Eczema, which can be inflamed by face paints.

We do use the sensitive Snazaroo Face Paints to try to avoid this, but need your signed permission or refusal for us to use these on your child.

I give my permission for my child's face to be painted when in the care of Saltwood Play and Learning Centre.

YES NO

Policies of interest:

Please note there are more policies and procedures and these can be found on the website and in the setting.

Admissions Policy

Statement of intent

It is our intention to make Saltwood Play and Learning Centre accessible to children and families from all sections of the local community.

Aim:

We aim to ensure that all sections of our community have access to the services offered at the Centre, through open, fair and clearly communicated procedures.

In order to achieve this aim, we operate the following admissions policy:

- We ensure that the existence of Saltwood Play and Learning Centre is widely advertised in places accessible to all sections of the community i.e Children's Centre, Library, Village Hall and on the internet.
- We ensure that information about our services are accessible – in written, electronic and spoken form.
- We welcome all parents/carers to visit our setting prior to applying for a place.

Procedure for new admissions and allocations of sessions for existing children in the Nursery

Admissions for New Children

- We accept applications for children from the age of two years of age and above
- We arrange our waiting list in order upon receipt of a completed registration form.

Allocation of Sessions

All existing families are encouraged to register their interest for additional/extended sessions as soon as possible which will be recorded on our waiting list.

Places are allocated according to the following procedure:

- We prioritise and allocate places first to children who already attend our Nursery. These will be offered in chronological order on receipt of the request. These may be afternoon or morning sessions. We will take into account preferences of sessions and will do our best to offer these, depending to availability.
- New children will then be offered any remaining places in order of the following criteria:

1. Any siblings already attending and where an alternative session can be offered to existing children which may not be their first preference of day or time.
2. In chronological order of receipt of registration.

We operate in accordance with KCC admissions timeline.

Admission for existing children in receipt of funding

- Parents who have made an application for their child to attend an alternative Nursery are required to notify us in writing that their child will be leaving us before the end of the existing term.
- Should parents fail to notify us that their child will be leaving by this date then payment at our current rate and equivalent to their child's current attendance is due to cover a period of 6 weeks.

Procedure for Settling in

We aim to have a home visit for each family enrolling at Saltwood Play and Learning Centre. This will be carried out by the child's key person and buddy if possible. This is an opportunity for staff to communicate the daily routine to the parents and ensure they are aware of what the child needs to bring to nursery.

Any other information will also be discussed such as SENCo requirements, health care plans, allergies and/or safeguarding history as well as establish starting points for the child.

The child will be offered settling in visits in which the parent and key person decide what is best for the child. For example settling in slowly, a parent may wish to stay for the first session etc.

The child's key person upon the child's arrival will organise a peg, tray and journal for the child. This will be communicated to the parent/carer through the key person.

Procedure for new admissions and allocation of sessions for children at Breakfast and 321 After school club

Both Breakfast and 321 Club are registered for twenty-four children between the ages of four and eight who are in full-time school.

A waiting list will come into operation on a first come, first served basis depending on meeting the admission criteria.

All parents, who wish their children to use the clubs, even in an emergency, must register their child/ren by completing the registration forms and returning to the supervisor.

Breakfast Club & 321 Club Admission Criteria

Places will be allocated as listed in the order below:

1. Full-time (5 days per week)
2. Part-time (regular)
3. Part-time (irregular)
4. Variable bookings
5. Last minute bookings. These may be taken on the day from 8.00 to 8.30am for 321 club.
(Subject to availability and on a first come first served basis.) See Emergency Booking criteria.

Preference will be given in each of the above categories, according to the following criteria and the order shown:

- A. Existing users, both full and part-time, from the last booking period
- B. Children with siblings already attending the 321 Club/ Breakfast Club

Opening Times

Breakfast Club : 7.45am to 8.40am

321 After School club 3.20 to 6.00pm

(Monday to Friday-Saltwood School term days only)

Bookings

Bookings are dependent on registration and availability of places. Places will be allocated in accordance with the admissions criteria. Each term notice will be given, in writing, of the date when sessions may be pre-booked for the following term. (No requests will be considered prior to this date)

No child can be accepted without a relevant registration form, completed for the upcoming term.

All booking forms must be returned to the Breakfast /321 Club at the Saltwood Play and Learning Centre.

Charges / Payment

Please see current application forms for daily and termly rates.

Cheques should be made payable to Saltwood Play and Learning Centre. (Please write your child's name on the back of the cheque.) Cheques should be handed in to the Centre or sent to *The Business Manager, SPLC Building, Saltwood CE Primary School, Grange Road, Saltwood, Hythe, Kent CT21 4QS.*

Please note we are unable to offer refunds for unused sessions and in the event of enforced closure of the centre (e.g. due to weather) NO refunds can be given.

Weekly and cash payments *in advanced* are permitted and we do accept childcare vouchers.

We cannot guarantee a place without payment so please let us know if there is likely to be any delay with your payments.

Failure to pay invoices within 2 weeks of the invoice date may result in an administration charge (10% of invoice value) being levied. Regular late payments may require the Centre to request the advance payment for any child places or even the cancellation of these places.

Fees will be collected at the beginning of each term. Regular users will be billed termly. Casual and emergency places will be payable on the day.

Cancellation, Illness and Absence

Parents must inform the Club/Supervisor by telephone, if their child will be absent that day due to illness, attending afterschool activities or going home with other friends and families. This will allow someone else to fill the place. Additionally, the Supervisor will be expecting all children on the register to attend and is responsible for their safety and welfare after school hours. Therefore, to comply with our Safeguarding Requirements, it is imperative the setting is told if children are not due to attend.

Saltwood School will not be responsible for informing the Club of any absences.

If a child is unwell or suffering from an infectious illness which has caused him/her to be absent from school during the day, he/she should not normally attend the After School Club. If a child becomes unwell during club hours, the Supervisor or Deputy will contact parents. If they can not be contacted, the designated contact person(s) will be called to take the child home. This will be recorded; stating date and time of onset of the illness.

Emergency Places

One place will be kept open for emergency use only and will be bookable on the day, on a first come first served basis. Only children who meet the admissions criteria and have been registered can be accepted.

N.B The School office is unable to assist with the booking, as they have no access to information regarding Breakfast and 321 Club places. Parents must not contact the school office regarding either Club.

The Saltwood Play and Learning Centre:

- We will do our utmost to accommodate an emergency admission.
- Describing and operating the group in ways that do not discriminate in accordance with the Equality Act 2010. Including parents or other carers, and without discrimination between cultural, ethnic, religious or social groups, grounds of disability or competence in spoken English.
- 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 strive to be as flexible as possible about attendance patterns to accommodate the needs of individual children and families.
- We may contact any previous setting a child has attended to obtain any relevant information that will help a child to settle in or progress within our Nursery with parent consent.

Intimate Care

Statutory Legislation:

Statutory Requirements of the Early Years Foundation Stage 2014-Child Protection (3.1, 3.4, 3.5, 3.6)

Legal Legislation:

Working Together to Safeguard Children 2013

Children Act 2004-Every Child Matters

Childcare Act 2006

Statement of intent

It is our intention to ensure that children are treated with sensitivity and respect, and in such a way that their experience of intimate care is a positive one. Parents and staff should be aware that matters concerning intimate care will be dealt with confidentially and sensitively and that every young persons' right to privacy and dignity is maintained at all times.

Definition

Intimate care is one of the following:

- Supporting a child with dressing/undressing
- Providing comfort or support for a distressed child
- Assisting a child requiring medical care, who is not able to carry this out unaided
- Assisting a child with feeding and/or drinking

- Cleaning a child who has soiled him/herself, has vomited or feels unwell
- Wiping a child who has been to the toilet
- Assisting with care such as cleaning glasses, adjusting crutches, assisting with a wheelchair etc
- Changing a child's nappy

Aim

To raise awareness and provide a clear procedure for intimate care that protects the rights and interests of both children and adults.

In order to achieve this aim, we operate the following Intimate Care policy:

- It is essential that every child is treated as an individual and that care is given as gently and as sensitively as possible.
- As far as possible, the child should be allowed to exercise choice and should be encouraged to have a positive image of his/her own body. It is important for staff to bear in mind how they would feel in the child's position.
- All intimate care will be carried out by staff or regulated volunteers who hold an enhanced DBS disclosure.
- Unregulated Volunteers and students will not carry out intimate care procedures.
- Should a child object to a member of staff providing intimate care parents will be contacted to come to SPLC and provide the care themselves if necessary.
- During the time in which the staff are waiting for parents to arrive, staff will ensure that the child is made to feel as comfortable as possible, always respecting the wishes of the child and ensuring that hygiene procedures are followed to avoid cross-contamination.

Supporting dressing/undressing

- Sometimes it will be necessary for staff to aid a child in getting dressed or undressed. Staff will always encourage children to attempt undressing and dressing unaided.
- No child will be left unclothed for a period of time.

Providing comfort or support

- Children may seek physical comfort from staff. Where children require physical support, staff need to be aware that physical contact must be kept to a minimum and be child initiated.
- When comforting a child or giving reassurance, the member of staff's hands should always be seen and a child should not be positioned close to a member of staff's body which could be regarded as intimate.
- If physical contact is deemed to be appropriate staff must provide care which is suitable to the age and situation of the child.

If a child touches a member of staff in a way that makes him/her feel uncomfortable this can be gently but firmly discouraged in a way which communicates that the touch, rather than the child, is unacceptable.

Soiling and Toileting

When touching a child, staff should always be aware of the possibility of invading a child's privacy and will respect the child's wishes and feelings.

If a child needs to be cleaned, staff will make sure that:

- Protective gloves and a disposal apron are worn if necessary
- The procedure is discussed in a friendly and reassuring way with the child throughout the process.
- The child is encouraged to care for him/herself as far as possible. Where this is not possible staff will carry out the required care for the child, including wiping the child's bottom.
- Privacy is given appropriate to the child's age and the situation.
- All spills of vomit, blood or excrement are wiped up, the area disinfected to avoid cross contamination and flushed down the toilet. All other products used are disposed of by double wrapping in a nappy sack and placing in the nappy disposal unit; as advised by the Shepway Environmental Agency.
- Soiled clothing is put in a plastic bag, unwashed, and sent home with the child.
- Lastly, Staff and children will thoroughly wash their hands using running warm water and soap.

Hygiene

- Staff are familiar with normal precautions for avoiding infection, follow basic hygiene procedures, carry a pair of latex gloves at all times and know where to access further protective clothing.

Protection for staff

Members of staff have regard to the danger of allegations being made against them and take precautions to avoid this risk. These include:

- Understand and adhere to the Allegations against Staff Policy
- Verbally informing another member of staff (the DSL if necessary) the action they intend to take.
- Allowing the child, wherever possible, to express a preference to choose his/her carer.
- If a child expresses dislike of a certain person carrying out his / her intimate care, staff and our DSL will try and find out the reason for this.
- Being aware of and responsive to the child's reactions.

Additional Safeguarding Considerations

- If a member of staff is concerned that during the intimate care of a child:
 - They accidentally hurt the child
 - The child seems sore or unusually tender on their body
 - The child misunderstands or misinterprets something
 - The child has a very strong emotional reaction without apparent cause (sudden crying or shouting)

It is the responsibility of the member of staff to report any such incident as soon as possible to our DSL (Jessica Edmed) and the incident will be recorded in our Incident Book. The DSL will work with the member of staff to obtain the factual information and will act in accordance with our Safeguarding Children Policy. Additionally, if a member of staff that has noticed that a child's demeanour has changed directly following intimate care e.g. sudden distress or withdrawal, this will be recorded and discussed with our DSL.

Safeguarding children

Making a complaint

Saltwood Play and Learning Centre 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 the services and will give prompt and serious attention to any concerns about the running of the Centre. 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. We aim to bring all concerns about the running of our setting to a satisfactory conclusion for all of the parties involved.

Procedures

All settings are required to keep a 'summary log' of all complaints that reach stage two or beyond. This is to be made available to parents as well as to Ofsted inspectors.

Making a complaint

Stage 1

- Any parent who has a concern about an aspect of the Centre's provision talks over, first of all, his/her concerns with their child's key person or the centre manager.
- Most complaints should be resolved amicably and informally at this stage.

Stage 2

- If this does not have a satisfactory outcome, or if the problem recurs, the parent moves to this stage of the procedure by putting the concerns or complaint in writing to the centre manager and the trustees
- For parents who are not comfortable with making written complaints, there is a template form for recording complaints in the complaints folder; the form may be completed with the person in charge and signed by the parent.
- The Centre stores written complaints from parents in the complaints file.
- When the investigation into the complaint is completed, the centre manager or meets with the parent to discuss the outcome.
- Parents must be informed of the outcome of the investigation within 28 days of making the complaint.

Stage 3

- If the parent is not satisfied with the outcome of the investigation, he or she requests a meeting with the setting manager , and member(s) of the board of Trustees
- The parent should have a friend or partner present if required and the manager should have the support of a Trustee
- 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 summative points are logged in the Complaints Summary Record.

Stage 4

- If at the stage three meeting the parent and setting 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 volunteers within the Pre-school Learning Alliance are appropriate persons to be invited to act as mediators. For parents of children attending Saltwood School then mediators will be the same as used in a school setting.
- The mediator keeps all discussions confidential. S/he can hold separate meetings with the setting personnel 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 manager and the head trustee 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.

The role of the Office for Standards in Education, Early Years Directorate (Ofsted) and the Local Safeguarding Children Board

- Parents may approach Ofsted directly at any stage of this complaints procedure. In addition, where there seems to be a possible breach of the setting's registration requirements, it is essential to involve Ofsted as the registering and inspection body with a duty to ensure the Welfare Requirements of the Early Years Foundation Stage are adhered to.
- The number to call Ofsted with regard to a complaint is:0300 123 1231
- These details are displayed on our setting's notice board.
- If a child appears to be at risk, the Centre follows the procedures of the Local Safeguarding Children Board in our local authority.
- In these cases, both the parent and setting are informed and the manager works with Ofsted or the Local Safeguarding Children Board to ensure a proper investigation of the complaint, followed by appropriate action.

Records

- A record of complaints against the setting and/or the children and/or the adults working in our setting is kept, including the date, the circumstances of the complaint and how the complaint was managed.
- The outcome of all complaints is recorded in the Summary Complaints Record which is available for parents and Ofsted inspectors on request.

Data Protection Policy

The Data Protection Act 1998 is the law that protects personal privacy and upholds individual's rights. It applies to anyone who handles or has access to people's personal data.

This policy is intended to ensure that personal information is dealt with properly and securely and in accordance with the Data Protection Act. It will apply to information regardless of the way it is used, recorded and stored and whether it is held in paper files or electronically.

1. Scope of the Policy

Personal information is any information that relates to a living individual who can be identified from the information. This includes any expression of opinion about an individual and intentions towards an individual. It also applies to personal data held visually in photographs or video clips or as sound recordings. SPLC collects a large amount of personal data every year including: staff records, names and addresses of staff, parents and children, references, fee collection, bank information, NI numbers. In addition, it may be required by law to collect and use certain types of information to comply with statutory obligations of Local Authorities (LAs), government agencies and other bodies.

2. The Eight Principles

The Act is based on eight data protection principles, or rules for 'good information handling'.

1. Data must be processed fairly and lawfully.
2. Personal data shall be obtained only for one or more specific and lawful purposes.
3. Personal data shall be adequate, relevant and not excessive in relation to the purpose(s) for which they are processed.
4. Personal data shall be accurate and where necessary kept up to date.
5. Personal data processed for any purpose(s) shall not be kept for longer than is necessary for that purpose.
6. Personal data shall be processed in accordance with the rights of data subjects under the 1998 Data Protection Act.
7. Appropriate technical and organisational measures shall be taken against unauthorised or unlawful processing of personal data and against accidental loss or destruction of, or damage to, personal data.
8. Personal data shall not be transferred to a country outside the EEA, unless that country or territory ensures an adequate level of protection for the rights and freedoms of data subjects in relation to the processing of personal data.

3. Responsibilities

3.1 SPLC must:

- Manage and process personal data properly
- Protect the individuals right to privacy
- Provide an individual with access to all personal data held on them.

3.2 SPLC has a legal responsibility to comply with the Act. The registered person (Mr Paul Newton) is named as the Data Controller under the Act.

Data Controllers are people or organisations who hold and use personal information. They decide how and why the information is used and have a responsibility to establish workplace practices and policies that are in line with the Act.

3.3 The school is required to 'notify' the Information Commissioner of the processing of personal data. This information will be included in a public register which is available on the Information Commissioner's website at the following link :

http://www.ico.gov.uk/what_we_cover/promoting_data_privacy/keeping_the_register.aspx

3.4 Every member of staff that holds personal information has to comply with the Act when managing that information.

3.5 The school is committed to maintaining the eight principles at all times. This means that the school will:

- inform Data Subjects why they need their personal information, how they will use it and with whom it may be shared. This is known as a Privacy Notice.
- check the quality and accuracy of the information held
- apply the records management policies and procedures to ensure that information is not held longer than is necessary
- ensure that when information is authorised for disposal it is done appropriately
- ensure appropriate security measures are in place to safeguard personal information whether that is held in paper files or on a computer system
- only share personal information with others when it is necessary and legally appropriate to do so
- set out clear procedures for responding to requests for access to personal information known as subject access in the Data Protection Act (*see appendix*)
- train all staff so that they are aware of their responsibilities and of the schools relevant policies and procedures

This policy will be updated as necessary to reflect best practice or amendments made to the Data Protection Act 1998.

Please follow this link to the ICO's website (www.ico.gov.uk) which provides further detailed guidance on a range of topics including individuals' rights, exemptions from the Act, dealing with subject access requests, how to handle requests from third parties for personal data to be disclosed etc. In particular, you may find it helpful to read the Guide to Data Protection which is available from the website.

For help or advice on any data protection or freedom of information issues, please do not hesitate to contact

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Managing Children with Allergies or who are Sick or Infectious and Managing Medication Policy

We provide care for children and promote good health through identifying allergies and preventing contact with the allergenic substance. We also strive to prevent cross infection of viruses and bacterial infections.

Our Aims are to:

- Ensure all children and staff remain healthy and safe in our care.
- Collate necessary medical information about each child from their main carer prior to starting the setting and review periodically.
- Ensure all staff are aware of the procedures to administer medicine and are trained to recognise signs of sickness and allergic reactions.
- Adhere to the clear directives of the EYFS Statutory Requirements

Procedures for Children with Allergies

Parents are encouraged to disclose any information in regards to the child's health on the Registration Form prior to starting. This form is kept in the child's personal file and a copy of any health care plans are displayed in the Medication File where staff can easily access them. All staff working with children are made aware of any allergies or illnesses.

Staff are trained in how to administer any special medication. All medicine administered must be prescribed to the child.

Under no circumstances do we administer medicine that does not have the child's details on the package or bottle. The only exception would be in the case of an emergency call and we have been advised by healthcare professionals to do so.

If a child has an allergy, or has ongoing medical treatment which requires regular medicine, a SPLC health care plan assessment form is completed to detail the following:

Allergic reaction

- The allergen, the substance that the child is allergic to.
- The symptoms and reactions e.g rash, swelling, breathing problems etc.
- What to do in case of an allergic reaction, including how to use prescribed medication, e.g. EpiPen
- Control measures – how can contact be prevented.

Administering medicine

- Name of the child
- Description of the medicine
- Dosage required
- Signature of consent from the parent
- Symptoms of possible side effects

It is imperative:

- All medicines must be prescribed for the child.
 - All medicines are to be handed to a member of staff at the beginning of the child's nursery day.
 - No medicines should be left in the bags of any children.
 - All parents/carers will be asked to sign the medicine form, stating the time and dosage which they wish to be administered to their child, as well as any special instructions or concerns.
 - The medicine will be stored in the locked cabinet in the office or in the refrigerator.
 - The Medication Record will then be administered by two members of staff, stating the accurate time.
 - At the end of the day, parents are expected to collect the medicine and sign the Medicine form as evidence of this collection.
 - Parents/carers will be immediately informed and asked to collect their child should they appear unwell during their session.
 - In the exceptional circumstance where a child has a temperature of 40 degrees Celsius or more and their parents are more than 30 minutes away Calpol will be administered with the verbal consent of a parent on agreement that they sign a medicine form as soon as they arrive.
 - As recommended by the health protection agency and Ofsted, if a child has been prescribed antibiotics they must have had 24 hours dose before returning to nursery.
- In the case of allergies:
- Each child at nursery with an allergy will have an agreed care plan.
 - The child's medicine will be clearly labelled and permanently kept in the locked cabinet in the Nursery.
 - In the case of an allergic reaction, the agreed procedure on the child's care plan will be followed.
 - Parents/carers will be contacted if their child has had an allergic reaction whilst at nursery.

Insurance Requirements for Children with Allergies and Disabilities

The insurance will automatically include children with any disability or allergy but certain procedures must be strictly adhered to. For children suffering life threatening conditions or requiring invasive treatments, written confirmation from our insurance provider must be obtained to extend the insurance.

AT ALL TIMES THE ADMINISTRATION OF MEDICATION MUST BE COMPLIANT WITH THE WELFARE REQUIREMENTS OF THE EYFS AND FOLLOW PROCEDURES BASED ON ADVICE GIVEN IN MANAGING MEDICINES IN SCHOOLS AND EARLY YEARS SETTINGS [DFES 2005]

Procedures for children who are sick or infectious at the setting

If children appear unwell during the session, the key person or manager calls the parents and asks them to collect the child or send a known carer to collect on their behalf.

In extreme cases of emergency the child should be taken to the nearest hospital via ambulance and the parent informed.

Parents are asked to take their child to the doctor before returning them to the setting – SPLC can refuse admittance to children who have a temperature, sickness and diarrhoea or a contagious infection or disease.

Where children have been prescribed antibiotics, parents are asked to keep children at home for 24 hours before returning to the setting.

After sickness parents are asked to keep children at home for 48 hours before returning to the setting.

After diarrhoea parents are asked to keep children at home for 24 hours before returning to the setting.

The setting has a list of excludable diseases and current exclusion times.

Reporting of Notifiable Diseases

If a child or adult is diagnosed suffering from a notifiable disease under the Public Health [Infectious Diseases] Regulations 1988, the GP will report this to the Health Protection Agency.

When the setting becomes aware or is formally informed of the notifiable disease, the manager informs OFSTED and acts on advice given by the Health Protection Agency.

HIV/AIDS/Hepatitis Procedure

HIV virus, like other viruses such as Hepatitis [A, B and C] are spread through body fluids. Hygiene precautions for dealing with body fluids are the same for all children and adults.

- Single use vinyl gloves and aprons are worn when changing children's nappies, pants and clothing that are soiled with blood, urine, faeces or vomit.
- Protective rubber gloves are used for cleaning/slurping clothing after changing.
- Soiled clothing is rinsed and bagged for parents to collect.
- Spills of blood, urine faeces or vomit are cleared away using mild disinfectant solution and mops. Clothes used are disposed of with the clinical waste.
- Tables and other furniture are cleaned using a disinfectant.

Supervision of Children on Outings and Visits Policy

Statutory Framework:

The Revised Statutory Framework for

the Early Years Foundation Stage 2014: Staff qualifications, training support and skills: (3.25), Outings (3.65)

Policy Statement

Saltwood Play and Learning Centre believe children benefit from being taken out of the setting to go on outings and visits, so they can further their knowledge of the world around them. Going on outings can provide many additional learning opportunities that are not always available in the nursery. The safety and welfare of our children is paramount on outings and visits outside the nursery.

Parents/Carers, who enrol their child/ren at Saltwood Play and Learning Centre, are asked to sign an open-ended permission form, allowing staff to take their child/ren on short spontaneous walks into the village, local shop, post box, farm and Church.

We value all Parents/Carers, who do not wish their child to go on spontaneous outings. These wishes are respected and the child will be left in the Nursery with another group; taking part in different activities.

Procedure

The following procedure will be carried out if a planned outing is arranged:

- A letter to all Parents/Carers of children going on the trip will be sent, explaining the whereabouts and the reasons for the outing. Parent/Carer permission must be given in writing by means of returning the slip attached to the letter.
- A child whose Parent/Carer has not returned the slip must stay at the nursery and alternative arrangements will be made.
- The adult : child ratio will be maintained at all times and in most cases there will be a ratio of 1:4
- There will be at least 1 member of staff who holds a current Paediatric First Aid certificate.
- A prior visit will be undertaken to assess any potential risk if possible. A Risk Assessment will be carried out by the Management and is accessible to parents to view.
- If the children are to be split into groups, there will always be at least two members of staff (at least 1 qualified at level 3) with a group. Named children are assigned to the individual group leader; ensuring each child is supervised to make sure no child goes astray and that there is no unauthorised access to children.
- All staff will carry a mobile telephone, which has the numbers of every other staff member stored in the memory. Emergency contacts of each group of children will be given to the group leader. Staff will always follow our Safeguarding Procedures. They will not use their mobile phone for personal use or to photograph or record children on them.

Should an outside contractor be required (i.e. coach company), all vehicle and drivers documentation will be copied and kept on file.

- On no account will a contracted driver be left unsupervised with any child.
- No child will be left unrestrained or not in a proper seat if in a vehicle (excluding buses).
- The seating capacity of the vehicle will not be exceeded.
- No staff member will carry other people's children in their vehicle without relevant insurance which covers business use.

An Outings form is completed prior to the outing and then recorded in the Outings Record Folder which is kept in the setting stating;

- The date and time of outing.
- The destination, route, venue and mode of transport.
- Time of return.
- How many children, staff and parent helpers.
- Name of staff member leading the outing.
- A register with the names of staff members and children in each group.
- Mobile phone numbers of group leaders.

A checklist of items to take on the outing is also completed, these items are as follows:

- Parental written permission slips
- Register
- First aid kit for each group
- Tissues and toilet paper
- Anti-bacterial hand gel
- Emergency contact forms for all staff and children
- Risk assessment form
- Charged mobile phone(s)
- Drinking water and cups
- Snack (check allergies)
- Change of clothes
- Walking safety ropes and Hi-viz vests
- Camera/ipads
- Children's medication and forms
- Sun hats and sun cream

The amount of equipment will vary and be consistent with the venue and the number of children as well as how long they will be out for.

THE FOLLOWING PROCEDURES MUST BE CARRIED OUT IN THE EVENT OF AN EMERGENCY

- Immediate contact must be made with the rest of the group.
- Assessment of the emergency and actions will be carried out.
- The Management will take lead professional role.
- Contact with the nursery will be made.
- Where relevant the emergency services will be contacted.
- Where relevant the Parents/Carers will be contacted.
- Where possible the rest of the group will return to the nursery maintaining staff ratios

IN THE EVENT OF A CHILD GOING MISSING DURING AN OUTING THE MISSING CHILD POLICY WILL BE FOLLOWED

- Immediate contact will be made with the rest of the group.
- The children will all be grouped together.
- The Management will take lead professional role.
- The children will be counted and the register called.
- Contact with the nursery will be made.
- Two members of staff will leave the rest of the group to search the surrounding area, each member of staff will have a mobile phone and a phone is to be left with the group.
- The emergency services will be contacted.
- Parents/Carers will be contacted as soon as the police have been contacted.
- Staff will not panic remaining children and will return them to the nursery as soon as possible.
- Spare staff will remain to search the area.

Uncollected Child Policy

Statutory Legislation:

Statutory Requirements of the Early Years Foundation Stage 2014.

Legal Legislation:

Working Together to Safeguard Children 2013

Children Act 2004-Every Child Matters

Childcare Act 2006

Policy statement

Saltwood Play and Learning Centre are committed to ensure all children in our care are kept safe and secure at all times. Therefore, it is important that children are collected at the contracted time to ensure children do not become anxious and upset when parents are late. Unfortunately delays are sometimes unavoidable due to unforeseen circumstances, e.g. car breakdown etc. This policy is designed to put in place the following procedures to ensure the welfare and security of the children.

In the event that a child is not collected by an authorised adult at the end of a session/day, the SPLC puts into practice agreed procedures. These ensure the child is cared for safely by an experienced and qualified practitioner who is known to the child. We will ensure that the child receives a high standard of care in order to cause as little distress as possible. We inform parents/carers of our procedures so that, if they are unavoidably delayed, they will be reassured that their children will be properly cared for.

Procedures

Parents of children starting at the centre are asked to provide the following specific information which is recorded on our Registration Form:

- Home address and telephone number - if the parents do not have a telephone, an alternative number must be given, perhaps a neighbour or close relative.
- Place of work, address and telephone number (if applicable).
- Mobile telephone number (if applicable).
- Names, addresses and telephone numbers of adults who are authorised by the parents to collect their child from the Nursery, for example a childminder or grandparent.
- Details of who has parental responsibility for the child.
- Photographs of the responsible and authorised person(s) who may collect the child in the absence of the main carer; supported with a personal password.
- If a parent/carer has English as their second language, every effort to obtain an emergency contact with which I can communicate effectively and provide the parent/carer with information in their first language.

On occasions when parents are aware that they will not be at home or in their usual place of work, they inform us in writing of how they can be contacted.

On occasions when parents or the persons normally authorised to collect the child are not able to collect the child, they provide us with written details of the name, and telephone number of the person who will be collecting their child. We agree with parents how to verify the identity of the person who is to collect their child, for example with a password and providing photographs of the authorised person(s) upon registration or at the beginning of the session.

Parents are informed that if they are not able to collect the child as planned, they must inform us so that we can begin to take back-up measures. We provide parents with our contact telephone numbers.

We inform parents that we apply our child protection procedures as set out in our Safeguarding and Child Protection Policy in the event that their children are not collected from setting by an authorised adult within one hour after the setting has closed and the staff can no longer supervise the child on our premises.

If a child is not collected at the end of the session/day, we follow the following procedures:

- The child's file is checked for any information about changes to the normal collection routines.
- If no information is available, parents/carers are contacted at home or at work.
- If this is unsuccessful, the adults who are authorised by the parents to collect their child from the setting - and whose telephone numbers are recorded on the Registration Form - are contacted.
- All reasonable attempts are made to contact the parents or nominated carers.
- The child does not leave the premises with anyone other than those named on the Registration Form or in their file.

If no-one collects the child after one hour and there is no-one who can be contacted to collect the child, we apply the procedures for uncollected children.

- We contact our local authority Central Duty team for advice:
- The child stays at setting in the care of two fully-vetted workers until the child is safely collected either by the parents or by a social care worker.
- Social Care will aim to find the parent or relative if they are unable to do so, the child will become looked after by the local authority.
- Under no circumstances do staff go to look for the parent, nor do they take the child home with them.
- A full written report of the incident is recorded in the child's file.

Depending on circumstances, we reserve the right to charge parents for the additional hours worked by our staff.