



Updated 1/3/25

Parent Contract

Nursery policies and procedures

Meet the Team

Person in charge and Manager is **Fiona Harcourt (Qualified Practitioner)**

Deputy Manager is **Louise (Qualified Practitioner)**

Nursery Practitioner is Ailish (**Qualified Practitioner**)

Nursery Practitioner is **Nadine (Level 3 Early Years)**

Nursery Practitioner is **Kelly (Level 3 Early Years)**

Key workers

Fiona & Kelly – Pre School Keyworker

Louise- 2-3 yrs. Keyworker

Ailish – 2-3 yrs Keyworker

Nadine – Nursery Practitioner for all areas

Kelly – Nursery Practitioner all areas

After School Club staff: Fiona, Nadine, Ailish, Kelly, Louise

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

About us. Nursery Pets and family home

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

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

Sickness

Fees continue to be paid regardless of absence due to sickness this includes Chickenpox, Covid.and any other sickness.

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

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

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

Fees

Nonrefundable Deposit: £50.00 This reserves your place and gives you 3 introductory sessions for your little one.

Holiday Club must be paid at the time of booking and cannot be refunded.

The nursery will increase fees on an annual basis inline with inflation, parents will be given 4 weeks notice of an increase in fees.

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

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, therefore parents pay fees as normal for family holidays and bank holidays.

Parents pay for unforeseen closure days such as snow days and this includes the after school club, holiday club and breakfast club.

All fees are preferred 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.

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

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

We charge a penalty for **frequent** late pick up and early drop off this is £10.00 for every 15 minutes, as two staff need to stay with your child, please phone if you are late on 676086. Your place may be withdrawn if frequent lateness is a concern.

Term time places are limited.
We offer sibling discounts please speak to Fiona.

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.

(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 or 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 and places are limited.

(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.

Nursery Holidays

We are open 51 weeks of the year and close for one week at Christmas.

Cranford will be closed on bank holidays however because we are a small Nursery, we charge fees for some bank holidays, these do not include Xmas. Fees are paid for children's absence and (family) holidays.

Fees are not charged for one 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 will request that parents do not put nuts in packed lunches, and a procedure will be put into place to accommodate the allergy.

We request that parents put ice packs in their child's lunch and please ensure any meats or dairy used is in date and chilled before put in the lunch bag cooler.

If lunch prepared the evening before please keep it refrigerated at home making efforts to ensure hygiene levels are maintained at all times. We do not heat up food from the child's home due to food and safety regulations.

We will return all of the uneaten food and packaging so parents can see what their child has eaten and left. The children can eat their lunches later on in the day if they have any lunch left.

Dress.

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

Nappies.

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

Emergency contact.

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

Our garden is an Outdoor class room

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

No precious comforters or toys please.

We cannot accept responsibility for children's glasses getting damaged, broken or lost. Please do not bring to nursery any special comforters especially ones that your child may sleep with as these may get lost and forgotten. Please do not bring toys from home. Any of these things that are brought are the parent's responsibility.

Medicines

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

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

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

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

SLEEPING

The children typically sleep in the middle nursery room on a sleep mat, each child with their own blanket and sheet which is named. Depending on how many children are sleeping there will be one to two staff members who will sit with the children until all children are asleep. The door must be kept open for safeguarding reasons.

Once the children are asleep then the baby monitor is on with a wireless camera so staff members on sleeping duty can watch and hear the sleeping children on the monitor when leaving the room. The door must be open.

There must always be one staff member in charge of the sleep room and must stay on the nursery floor to monitor the sleeping children. The staff members on sleep duty must be recorded daily in the staff register and the staff on sleep duty must be rotated.

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

INFECTION CONTROL POLICY

At Cranford Nursery Ltd we promote the good health of all children attending through maintaining high hygiene standards to help reduce the chances of infection being spread.

We follow the Isle of Man Government Guidance on infection control in nurseries, schools, workplaces and day centres which sets out when and how long children need to be excluded from settings, when treatment/medication is required and where to get further advice from.

Below outlines details of our periods to be kept away from nursery for infections and illnesses.

Infection or complaint

Diarrhoea and/or vomiting 48 hours from the last episode

Conjunctivitis 24 hours after eye drop medication or until the infection is clear

Tonsillitis Until the viral infection has cleared and child is well enough with no temperature to return

Impetigo Until lesions are crusted and healed, or 48 hours after antibiotic treatment.

Head Lice Treatment is required where live lice has been seen, once live lice have been treated the child can return to nursery.

Threadworms Treatment is required where Threadworm has been seen, once treated the child can return to nursery.

Chickenpox Child can return when all spots have scabbed over

Hand foot & mouth 5 days or Until spots have gone

Impetigo 48 hours after antibiotics or lesions have crusted

Ringworm 24 hours following the onset of treatment

Scarlet fever 48 hours after antibiotics

Slapped cheek Until the infection has gone and child is well enough
to return

Covid- 19 5 days following positive test result

Flu Until child feels well enough

Whooping cough 5 days from starting antibiotic treatment or 21 days from onset of illness

German measles 4 days from the onset of the rash

Meningococcal meningitis Until recovered

Antibiotics 24 hours after the child has had the first dose in case the child has an allergic reaction to the medicine.

The nursery will not administer medicine (unless it is life threatening medication such as an EpiPen or inhaler) therefore a child who is sick must not attend nursery. Please see our medicine policy for more information if needed.

Parents are politely reminded to contact the nursery if your child is sick anytime between 8am and 5.30pm Monday to

Friday. The nursery phone number is 676086 and staff will be available from 8am to discuss any illness with you.

In addition:

Viruses and infections can be easily passed from person to person by breathing in air containing the virus, which is produced when an infected person talks, coughs or sneezes. It can also spread through hand/face contact after touching a person or surface contaminated with viruses therefore we follow the guidance below to prevent a virus or infection from spreading around the nursery. We ask parents to kindly keep their children at home if they are sick to help prevent the spread of viral infections and infectious diseases.

Our staff:

- Encourage all children to use tissues when coughing and sneezing to catch germs
- Ensure all tissues are disposed of in a hygienic way and all children and staff wash their hands once the tissue is disposed of
- Develop children's understanding of the above and the need for good hygiene procedures in helping them to stay healthy
- Wear the appropriate Personal Protective Equipment (PPE) when changing nappies, toileting children and dealing with any other bodily fluids. Staff are requested to dispose of these in the appropriate manner and wash hands immediately
- Clean and sterilise all potties and changing mats before and after each use
- Clean toilets daily and check them throughout the day
- Remind children to wash their hands before eating, after visiting the toilet, playing outside or being in contact with any animal and explain the reasons for this
- Clean all toys, equipment and resources on a regular basis by using antibacterial cleanser, or through the washing machine
- Store dummies in each individual child's bag to prevent cross-contamination with other children
- Provide labelled individual bedding for children that is not used by any other child and wash this at least once a week
- Avoid lots of people entering the nursery so we ask parents to wait at the front door at drop off and collection. (New parents are temporarily invited in whilst their child is settling).

- Where applicable wear specific indoor shoes or slippers whilst inside the rooms and encourage children to wear them too.
- Follow the sickness and illness policy when children are ill to prevent the spread of any infection in the nursery. Staff are also requested to stay at home if they are ill and/or are contagious.
- The nursery management retains the right of refusal of all children, parents, staff and visitors who are deemed contagious and may impact on the welfare of the rest of the nursery
- Parents will be made aware of the need for these procedures in order for them to follow these guidelines whilst in the nursery
- Periodically each room in the nursery will be deep cleaned including carpets and soft furnishings to ensure the spread of infection is limited. This will be implemented earlier if the need arises
- In the event of an infection outbreak the nursery will, where appropriate, undertake a deep clean to ensure the spread of infection is contained
- We will follow IOM Public health guidance, as well as informing them and our inspections team on any national outbreak of a virus/ pandemic and keep parents informed of any course of action. Each specific circumstance will differ and to ensure we take the most appropriate action; we will treat each case on an individual basis. It is our policy in a confirmed case of Covid, that staff and children will be required to stay away from nursery for a minimum of 5 days following the test result.
- In addition, where contagious outbreaks occur, we will adopt Government guidance for all visitors to minimise the risk of further spreading of the infection
- The nursery will ensure stocks of tissues, hand washing equipment, cleaning materials and sterilizing fluid are maintained at all times. These will be increased during the winter months, or when flu and cold germs are circulating.

It is the responsibility of all staff to be aware of this policy and the responsibility of the management team to exclude children when necessary.

This policy was adopted by: Fiona Harcourt
Date of Policy 05/01/25

COMPLAINTS POLICY

PLEASE CONTACT **FIONA OR LOUISE 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 speak to Fiona Harcourt. If Fiona is unavailable then our deputy managers will be available Amy Uren and Louise Conwell.

If any staff member should have a complaint or any queries they should in the first instance speak to Fiona, Amy or Louise.

Stage 2

If the issue remains unresolved and there is not a satisfactory outcome your concerns must be presented in writing to the Nursery Manager. The Nursery Manager will then investigate the complaint and report back to the parent (or staff member) 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 (or staff member) have the right to raise the matter with the Registrations & Inspections Team on Tel: 01624 642427 / 642422

Stage 5

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

A record of complaints will be kept in the nursery. These will be accessible only to the parties involved and will be stored as confidential files. In case of a child protection related complaint, please refer to the Safeguarding Children Policy. The nursery reserves the right to cancel a nursery place and to request a parent to remove their child with immediate effect.

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

Registrations & Inspections Team

Catriona Bradley

1st Floor, Belgravia House,

34-44 Circular Road

Douglas IM11AE Tel: 01624 / 642422 randi@gov.im

INFORMATION SHARING POLICY

Policy Statement

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

Cranford staff, and ex members of staff agree that they must not share any information about parents and children or speak about the nursery in a derogative or negative way or make any slanderous comments about the nursery, the nursery staff, Fiona and her family, the parents and the children.

Legal action may follow if staff members are found to be slanderous in any way towards the nursery which may be detrimental to the business or cause stress to an individual.

Parents are politely requested to be respectful towards staff of the nursery and to not speak about them or speak too them in a derogative and negative manner.

Transition to school: Your child's new school teacher will phone to speak to the nursery and may ask to visit your child in nursery, by signing your nursery contract you have given permission for us to speak with your child's teacher if you do not wish for us to disclose any sensitive information then please put this in writing to Fiona Harcourt.

Early years development and additional needs

If we identify that your child would benefit from additional help in his/her development or a parent would like help and support with their child in the home then we can help you to do this. We will firstly discuss this with you the parent gain your permission and ask you to sign an authorization slip for example:

I give consent for Cranford Nursery's Management team to contact the necessary multi agencies to support my child's early years development. These agencies may be:

Child's Health visitor

SALT- Speech and Language Therapist

EHAS - Early help and support team

PSAC – Preschool assessment center

School teacher

Name of Child:

DOB:

Parent sign:

Parent print name:

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

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

- It is to prevent a crime from being committed or to intervene where one may have been, or to prevent harm to a child or an adult; or if not sharing it could be worse than the outcome of having shared it.

The decision should never be made as an individual, but with the back-up of the management team. The three critical criteria are:

- Where there is evidence that the child is suffering, or is at risk of suffering, significant harm.
- Where there is reasonable cause to believe that a child may be suffering, or is at risk of suffering, significant harm.
- To prevent significant harm arising to children and young people or adults, including the prevention, detection and prosecution of serious crime.

Procedures

Our procedure is based on the seven golden rules for information sharing as set out in *Information Sharing: Guidance for Practitioners and Managers (DCSF 2008)*

1 The Data Protection Act 2018 is not a barrier to sharing information but provides a framework to ensure that personal information about living persons is shared appropriately.

- **Our policy and procedures on information sharing provide guidance to appropriate sharing of information with external agencies.**

*2 Our aim is to be open and honest with the parent or family from the outset about why, what, how and with whom information will, or could, be shared, **and staff and Management MUST seek parental agreement,** unless it is unsafe or inappropriate to do so.*

In our setting we ensure parents:

- Receive information about our *information sharing policy* when starting their child in the setting and that they

Sign our Registration Form to say that they understand the circumstances in which information may be shared with their consent (and without their consent this will only be when it is a matter of Safeguarding a child)

- **have information about our safeguarding Children and Child Protection Policy; and**
- **have information about the other circumstances when information will be shared with external agencies, for example, with regard to any special needs the child may have or transition to school.**

3 we seek advice if we are in any doubt, without disclosing the identity of the person where possible.

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

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

- Guidelines for consent are part of this procedure.

5 We will always consider safety and well-being: we will base our information sharing decisions on considerations of the safety and well-being of the person and others who may be affected by their actions.

In our setting we:

- Record concerns and discuss these with the settings designated person which is the Manager Fiona Harcourt
- We record decisions made and the reasons why information will be shared and to whom; and follow the procedures for reporting concerns and record keeping.

6 We will ensure the information we share is Necessary, proportionate, relevant, accurate, timely and secure: We will ensure that the information we share is necessary for the purpose for which we are sharing it, is shared only with those people who need to have it, and that it is accurate and up to date and is shared in a timely fashion and is shared securely.

- Our safeguarding children and child protection policy and children's records policy set out how and where information should be recorded and what information should be shared with another agency when making a referral.

7 We will keep a record of our decision and the reasons for it – whether it is to share information or not. If we decide to share, then we record what we have shared, with whom and for what purpose.

- Where information is shared, the reasons for doing so are recorded in the child's file; where it is decided that information is not to be shared that is recorded too.

Consent

Parents MUST be informed that their consent to share information MUST be sought before any information is shared in most cases, as well as the kinds of circumstances when their consent may not be sought, or their refusal to give consent may be overridden. We do this as follows

- Our policies and procedures set out our responsibility regarding gaining consent to share information and when it may not be sought or overridden.
- We may cover this verbally when the child starts and include this in our parent contract. This policy can also be found on our website.
- Parents sign our Registration Form at registration to say they understand this.
- **Parents are asked to give written consent to share information about any additional needs their child may have, or to pass on child development summaries to the next provider eg School, health visitor, EHAS, PSAC, Kim Games/ Sarah Miles DESC.**
- We consider the following questions when we need to share:
 - Is there legitimate purpose to sharing the information?
 - Does the information enable the person to be identified?
 - Is the information confidential?
 - If the information is confidential, do we have consent to share?
 - Is there a statutory duty or court order requiring us to share the information?
 - If consent is refused, or there are good reasons not to seek consent, is there sufficient public interest for us to share information?
 - If the decision is to share, are we sharing the right information in the right way?
 - Have we properly recorded our decision?

All the undertakings above are subject to the paramount commitment of the setting, which is to the safety and well-being of the child. Please also see our Safeguarding Children and Child Protection Policy.

All Staff and ex staff members must not share any information or speak about the nursery in a negative way or make slanderous comments about the nursery, the staff, Fiona and her family, the parents or the children. Legal action may follow if staff are found to be slanderous in any way that may be detrimental to the business or cause stress to any individual connected to the nursery.

Legal Framework

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

This policy was adopted by F. Harcourt

Date: 1st August 2018

reviewed: 1/1/23

Confidentiality Policy

We follow the requirements of the
The Regulation of Care Act 2013 and The child day care centers Minimum Standards
2017 set by Registration and Inspection Team.

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Transition to school:

Your child's new school teacher will phone to speak to the nursery and may ask to visit your child in nursery, by signing your nursery contract you have given permission for us to speak with your child's teacher if you do not wish for us to disclose any sensitive information then please put this in writing to Fiona Harcourt.

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

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

CONFIDENTIAL ISSUES MAY INCLUDE:

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

PROCEDURE

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

- Storing confidential records in a locked filing cabinet.
- Ensuring that all staff, volunteers and students are aware that this information is confidential and only for use within the nursery.
- Ensuring that staff are aware that information held for each child is confidential, and only to be used within the nursery setting. If any of this information is requested for whatever reason, the parent's permission **MUST** always be sought and Written authorisation from the parent **MUST** be given to discuss sensitive information.
- Ensuring that staff do not discuss personal information given by parents with other members of staff, except where it affects planning for the child's needs and ensuring confidentiality is always maintained outside of the nursery.

- Ensuring that any concerns/evidence relating to a child's personal safety are kept in a secure, confidential file. This information must be shared with as few people as possible on a need-to-know basis. If however, a child is considered at risk, the nursery's safeguarding children policy will override confidentiality.
- Ensuring that staff, student and volunteer inductions include an awareness of the importance of confidentiality.
- Ensuring that parents have access to files and records of their own children, but not to those of any other child.
- Gaining parental permission for any photographs of the children to be used within the nursery.
- Ensuring that staff have a professional relationship with all parents and don't become too familiar with particular families within the nursery.
- Ensuring that staff, students and volunteers are aware of, and follow, the nursery's social networking policy in relation to confidentiality.

STAFF AGREEMENT

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

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

Cranford Staff and ex members of staff must not share any information or speak about the nursery in a derogative or negative way or make any slanderous comments

about the nursery, the nursery staff, Fiona and her family, the parents and the children. Legal action may follow if staff members are found to be slanderous in any way towards the nursery which may be detrimental to the business or cause stress to an individual.

SAFEGUARDING POLICY

(Verified by Inspector 2024)

Standard 13 - Safeguarding

13.1 The registered person must have an awareness of the Isle of Man Safeguarding Children Policy and Procedures. They must ensure that all staff have read these, understand them and are knowledgeable about them and have easy access to them provided at the following hyperlink

<http://www.isleofmanscb.im/>.

CRANFORD SAFEGUARDING POLICY AND PROCEDURE

We have a clear Safeguarding policy/procedure in place. Our procedure is succinct and clearly states the steps we need to follow should we have a concern about a child's welfare.

- All concerns are recorded and reported to me. Fiona Harcourt
- I would discuss with the parent and if a satisfactory explanation was given, the matter would be closed.
- The explanation would be recorded alongside the concern and kept in the child's file and I would monitor.
- A second concern would be referred immediately to the Duty Social Worker.
- If the concern was serious, I would be informing the parent that I will be reporting our concerns to the Duty Social Worker.
- If I felt the child would be at risk by me talking to the parent, I would refer without first discussing with them.

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.

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

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

Legal framework:

We follow the requirements of the

The Regulation of Care Act 2013 and The child day care centers Minimum Standards 2017 set by Registration and Inspection Team.

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.

Updated 1/1/25

DATA PROTECTION & PRIVACY POLICY

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

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

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

Cranford Nursery School is the data controller of your Information.

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

Why this policy exists

This data protection policy ensures Cranford Nursery School:

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

Policy Scope

This policy applies to:

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

- Names of individuals.
- Postal addresses.
- Email addresses.
- Telephone numbers.

•Plus any other information relating to individuals.

Storage of Data

The data you provide to us will be stored in our software systems. Personal data held within a software system will be securely protected with individual logins, which will only be given to those who need to access the data.

Your data subject rights

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

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.

Transition to school: Your child's new school teacher will phone to speak to the nursery and may ask to visit your child in nursery, by signing your nursery contract you have given permission for us to speak with your child's teacher if you do not wish for us to disclose any sensitive information then please put this in writing to Fiona Harcourt.

Defamation.

If you have a comment or complaint about the nursery please see our complaints policy or speak **to Fiona** the Manager or Deputy Manager. we encourage you to report this through the correct channels, not via social media such as Facebook. The nursery always investigates complaints and responds to parents in a timely way.

The nursery will not hesitate to cancel a parents nursery place if they are found to have made libellous statements or defamatory comments about the nursery, staff or family. The legal definition of defamation is:

“any intentionally false communication, either written or spoken, that harms a person's reputation; decreases the respect, regard, or confidence in which a person is held; or induces disparaging, hostile or disagreeable opinions or feelings against a person.”

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.



Name of Child:

Date:

I have received, read and understood and agree to the terms and conditions of my parental contract with Cranford Nursery Ltd.

Parent/carer please sign;

Parent carer please print name: