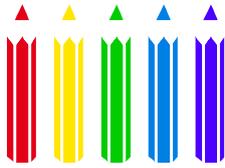


# Green Lane Nursery and Childcare Centre



## Consent Form

As parent/Carer for .....

**Please delete as necessary:**

### **Application of nappy cream**

- I DO/DO NOT give permission for nursery staff to apply nappy cream to my son/daughter.

### **Application of sun cream**

- I DO/DO NOT give permission for nursery staff to apply sun cream to my son/daughter.

### **Walks**

- I DO/DO NOT give permission for nursery staff to take my son/daughter off site for walks around the local area.

### **Photographs**

- I DO/DO NOT give permission for nursery staff to take photographs of my son/daughter for evidence for activities, displays and planning.
- I DO/DO NOT give permission for photographs of my son/daughter to be used in newspaper articles.

### **Face Painting**

- I DO/DO NOT give permission for my son/daughter to have their face painted whilst in nursery.

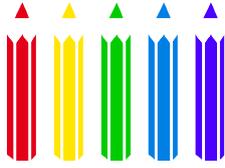
### **Urgent Treatment**

- I DO/DO NOT give permission for my son/daughter to be transported to hospital by a member of staff in the event of an emergency.

Signed: .....

Dated: .....

# Green Lane Nursery and Childcare Centre



## Medical Treatment Form

### Illness

If your child becomes ill whilst attending nursery you will be contacted straight away. If asked, you or an appropriate adult must collect your child immediately.

### Minor Injuries

Minor cuts and grazes will be treated with warm water. Bumps and stings will be treated with a cold compress.

### Serious Accidents

In the event of a serious accident, the following will apply:

- The Surgery, Victoria Road, Barnard Castle is notified.
- The parent/carer is contacted.
- If necessary, the child will be taken to the surgery by a member of staff.

**If you agree with the above, please sign the declaration below.**

I, ..... parent/carer of ..... agree to the above medical treatment to be given if necessary.

**I DO NOT agree to the above declaration and would prefer the following procedure to be followed for my child in the event of an emergency.**

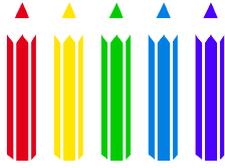
.....  
.....  
.....  
.....

Childs Name: .....

Signed: .....

Date: .....

# Green Lane Nursery and Childcare Centre



## Sickness Guidelines

Please note that if your child has suffered sickness and/or diarrhoea they should not attend nursery until clear of the systems for at least 48 hours.

Medication can be administered by staff providing it is prescribed by a doctor, in the original packaging and to be taken four times daily. Please ask a member of staff as required.

# Green Lane Nursery and Childcare Centre



## Tapestry - Online Learning Journey

Tapestry is an online educational package which is hosted in the UK, on secure servers which are proactively managed 24 hours a day.

Instead of using the old paper version of recording, we are now able to instantly upload photos, videos and observations of your child. You will then receive an email advising 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 allows you to reflect upon their achievements. A great advantage of this system is that it allows you, as parent/carers to comment on the entries, and possibly continue interests at home. Parents are also invited to add their own observations, allowing us to see/celebrate those 'wow moments and special times'.

At the end of each year we will send a copy of the learning journey home on a disk for you to keep. Don't worry if you don't have access to the internet or a computer, we can print a copy off for you.

The safeguarding of our children is very important to us. Everything that is added to Tapestry is added to our nursery account and can only be viewed by staff who use the system, and also yourself, using your own login. You will only have access to your child's own book and this cannot be seen by other parents. It is vital that you do not share photos or videos from your child's learning journal on any social media site.

We would be grateful if you could complete the below permission slip. Once we have received your email address we will create your account and send out your login details.

### Permission Slip for Tapestry Learning Journey

Childs Name: .....

I do/do not give permission for my child's photo to appear in any group photos used in Learning Journeys.

I agree not to electronically share, by social media or other platforms, any part of my child's Learning Journey.

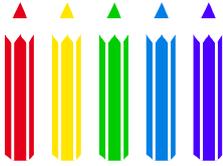
Parents/Carers Name: .....

Parents/Carers Signature: .....

Date: .....

Email Address: .....

# Green Lane Nursery and Childcare Centre



## Payments Policy

When a child is registered with Green Lane Nursery and Childcare Centre one or both parents/carers will be required to sign the registration form. The form confirms acceptance of the setting's policies/procedures when a place is offered and accepted (a copy of these can be found in the entrance hall or can be obtained from the office).

Signing of the registration form and acceptance of the place means that the parents/carers are liable for the payment of nursery fees and costs. This means that they are agreeing to pay all fees and costs by the end of the month. Any late payment could be subject to interest and also your child's childcare place being allocated to another child. We offer numerous ways to pay including cash, cheque, childcare vouchers and BAC's payments.

If at any time a child is absent from the setting for any reason, no refunds will be made unless the child is hospitalised and a decision about any refund will be at the discretion of the Manager.

A month's notice is required for all changes to bookings for invoicing purposes.

For Kid's club, Pre-School and Little Tiggers Room, holiday care will be booked separately and invoiced accordingly (unlike most nurseries you do not have to pay for holidays unless you wish your child to attend).

Minnies Room is slightly different; it is open fifty weeks of the year. Parents/carers are allowed up to six full week's holiday free of charge (sorry we are unable to split weeks). Parents/carers should let a member of the Minnies team know in writing, giving at least one months notice of any holidays you wish to take.

# Green Lane Nursery and Childcare Centre



## Parents/Carers Code Of Conduct

### RATIONALE

At Green Lane Nursery and Childcare Centre we are very fortunate to have friendly and supportive parents/carers. Our parents/carers recognise that caring for children is a process that involves partnership between home and nursery and understand the importance of a good working relationship to enable all children to develop their potential, whilst becoming independent and active learners. For these reasons we welcome and encourage parents/carers to participate fully in the life of our setting. The purpose of this policy is to provide a reminder to all parents/carers and visitors to the setting about the expected conduct so that we can work together to ensure a safe and positive environment for our children.

### RESPECT AND CONCERN FOR OTHERS AND THEIR RIGHTS

At Green Lane Nursery and Childcare Centre we expect parents and carers to show concern for others by: -

- Supporting the respectful ethos of our nursery/club by setting a good example in their own speech and behaviour towards all members of the nursery/club community;
- Working together with staff for the benefit of children. This includes approaching the nursery/club to resolve any issues of concern and to discuss and clarify specific events in order to bring about a positive solution;

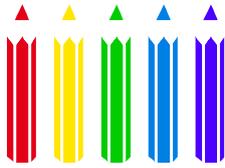
In order to support a peaceful and safe environment, nursery/club cannot tolerate: -

- Disruptive behaviour, which interferes with the operation of any area.
- Using loud and/or offensive language or displaying temper.
- Threatening harm or the use of physical aggression towards another adult or child.
- Abusive or threatening emails, phone or social network messages.

The above behaviours on nursery/club premises will be reported to the appropriate authorities and may prohibit an offending adult from entering nursery/club premises to safeguard our nursery/club community.

We trust that parents and carers will assist our nursery/club with the implementation of this policy and thank you for your continued support.

# Green Lane Nursery and Childcare Centre



## Complaints Policy /Procedure

At Green Lane Nursery & Childcare Centre we believe children and parents/carers are entitled to expect courtesy and prompt, careful attention to their needs and wishes. Our intention is to work in partnership with parents and the community generally and we welcome suggestions on how to improve our provision at any time.

Many concerns can be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result, the following procedures should be used.

### **How to complain**

- If you are unhappy with anything concerning Green Lane Nursery and Childcare Centre please do not hesitate to talk over any worries and anxieties with the Manager.
- If this does not have a satisfactory outcome within a couple of weeks, or if you feel your complaint has not been dealt with appropriately you should put the concerns or complaint in writing to the Manager and the Company Directors at - Green Lane Nursery & Childcare Centre, Green Lane, Barnard Castle, Co Durham, DL12 8LG.
- The next stage is to request a meeting with the Manager and the Directors. An agreed written record of the discussion should be made.

**Most complaints should be resolved informally or at this initial stage.**

If the matter is still not sorted out to your satisfaction, you should again contact Manager and the Directors. At this point, if you and the group cannot reach agreement and you wish to take the matter further you will need to contact OFSTED at the address below, quoting reference number EY252401

Office for Standards in Education  
(Ofsted)  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

Complaints and Enforcement Tel: 08456014772

Website: [www.ofsted.gov.uk](http://www.ofsted.gov.uk)

# Green Lane Nursery and Childcare Centre

## Privacy Notice

Green Lane Nursery and Childcare Centre, Green Lane, Barnard Castle, DL12 8LG. Tel no. 01833 638581

### Introduction

We are committed to ensuring that any personal data we hold about you and your child is protected in accordance with *GDPR* and is used in line with your expectations.

This privacy notice explains what personal data we collect, why we collect it, how we use it and how we protect it.

### What personal data do we collect?

We collect personal data about you and your child to provide care and learning that is tailored to meet your child's individual needs. We also collect information in order to verify your eligibility for funded childcare as applicable.

Personal details that we collect about your child include:

- Your child's name, date of birth, address, health and medical needs, development needs, and any special educational needs.

Where applicable we will obtain child protection plans from social care and health care plans from health professionals.

We will also ask for information about who has parental responsibility for your child and any court orders pertaining to your child.

Personal details that we collect about you include:

- Your name, home and work address, phone numbers, emergency contact details, and family details.

This information will be collected from you directly in the registration form.

If you apply for up to 30 hours funded childcare, we will also collect:

- Your national insurance number or unique taxpayer reference (UTR), if you're self-employed. We may also collect information regarding benefits and family credits that you are in receipt of.

### **Why we collect this information and the legal basis for handling your data**

We use personal data about you and your child in order to provide childcare services and fulfil the contractual arrangement you have entered into. This includes using your data to:

- contact you in case of an emergency
- to support your child's wellbeing and development
- to manage any special educational, health or medical needs of your child whilst at our setting
- to carry out regular assessment of your child's progress and to identify any areas of concern
- to maintain contact with you about your child's progress and respond to any questions you may have
- to process your claim for up to 30 hours funded childcare (only where applicable)
- to keep you updated with information about our service

With your consent, we will also record your child's activities for their individual learning record. This may include photographs and videos in which all parents/carers must complete a Tapestry Permission Form before a child is entered onto the system. You will have the opportunity to withdraw your consent at any time, for images taken, by confirming so in writing.

We have a legal obligation to process safeguarding related data about your child should we have concerns about their welfare. We also have a legal obligation to transfer

records and certain information about your child to the school that your child will be attending.

### **Who we share your data with**

In order for us to deliver childcare services we will also share your data as required with the following categories of recipients:

- Ofsted - during an inspection or following a complaint about our service
- banking services to process or make direct debit payments
- the Local Authority (where you claim up to 30 hours funded childcare as applicable)
- the government's eligibility checker (as above)
- our insurance underwriter (if applicable)
- our setting software management provider (if applicable)
- the school that your child will be attending

We will also share your data if:

- we are legally required to do so, for example, by law, by a court or the Charity Commission;
- to enforce or apply the terms and conditions of your contract with us;
- to protect your child and other children; for example by sharing information with social care or the police;
- it is necessary to protect our rights, property or safety
- we will never share your data with any other organisation to use for their own purposes

### **How do we protect your data?**

We protect unauthorised access to your personal data and prevent it from being lost, accidentally destroyed, misused, or disclosed by password protected computer in office, encrypted memory sticks, locked cupboards and filing cabinets.

### **How long do we retain your data?**

We retain your child's personal data for up to 3 years after your child no longer uses our setting, or until our next Ofsted inspection after your child leaves our setting.

Medication records and accident records are kept for longer according to legal

requirements. Your child's learning and development records and Tapestry are maintained by us and handed to you when your child leaves.

In some instances (child protection, or other support service referrals) we are obliged to keep your data for longer if it is necessary to comply with legal requirements.

### **Your rights with respect to your data**

You have the right to:

- request access, amend or correct your/your child's personal data
- request that we delete or stop processing your/your child's personal data, for example where the data is no longer necessary for the purposes of processing; and
- request that we transfer your, and your child's personal data to another person

If you wish to exercise any of these rights at any time or if you have any questions, comments or concerns about this privacy notice, or how we handle your data please contact us. If you have continue to have concerns about the way your data is handled and remain dissatisfied after raising your concern with us, you have the right to complain to the Information Commissioner Office (ICO). The ICO can be contacted at Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or [ico.org.uk/](http://ico.org.uk/)

### **Changes to this notice**

We keep this notice under regular review. You will be notified of any changes where appropriate.

### **Date of this privacy notice**

This privacy notice was updated in January 2019.