



The
WILLOWS
Day Care Nursery

Mereside
Soham
Cambridgeshire
CB7 5EE

01353 624821

Email: info@willowschildcare.co.uk

Website: www.willowschildcare.co.uk

Welcome to the Willows

The Willows has been offering high quality childcare since it opened in June 1993. It was purpose built by the present owner and has gradually grown in size due to demand for high quality childcare in the area. The Willows Day Care Nursery is open from 7.30am until 6pm for 51 weeks of the year, closing only for a week at Christmas and on Bank Holidays. Currently The Willows offers childcare for children aged between three months and five years at the nursery in Mereside, before and after school clubs for primary aged children at St Andrews and The Weatheralls schools in Soham, and for children at Burwell primary school. If you would like information regarding our facilities for school aged children, please ask a member of staff for a prospectus.

The Willows Day Care Nursery accommodates up to a total of 68 children within the setting at any one time. We are registered with Ofsted (Registration Number 221551), are supported by Cambridgeshire's Early Years and Childcare Service and are a member of the National Day Nurseries Association.

In order to meet the needs of individual children in our care at the nursery the children are divided into different rooms dependent on their age and stage of development. There are three rooms;

Cubs - Children aged three months to two years

Badgers - Children aged two to three years

Owls - Children aged three to five years

Our Mission

What children, parents/carers and the community can expect from The Willows:

The Willows aims to:

- Provide a happy, safe, warm and stimulating environment for all children to play, learn and develop freely.
- Encourage children to be responsible for themselves and their actions and to become competent, confident and independent.
- Encourage children to have a positive attitude and respect for both themselves and other people through developing and encouraging positive relationships with others.
- Promote a positive relationship with parents/carers and work in partnership with them to provide high quality play and care for their children.
- Offer inclusive services that are accessible to all children in the community.

The Willows is committed to meeting the needs of the children's parents and carers by:

- Listening and responding to their views and concerns.
- Keeping them informed of our policies and procedures, including opening times, fees and charges, and programmes of activities.
- Sharing and discussing their child's achievements, experiences progress and friendships, along with any difficulties that may arise.
- Facilitating the sharing of information through formal and informal communication.

The Staff

All our staff at The Willows are dedicated and enthusiastic about creating an environment which is both stimulating and positive for children's growth and wellbeing. The Willows has a consistent staff team many of whom have a wide range of recognised qualifications. All our staff are Paediatric first aid and Food hygiene trained and have a wealth of experience which they bring to their role, whether as a parent or through training and working.

In each room we have key staff working set hours to ensure consistency for the children in our care. We also employ part time staff who work in all base rooms, over varying hours to maintain good practice of child/adult ratios at all times throughout the day.

Rigorous recruitment procedures are in place; potential new staff are all interviewed, references are sought and DBS (Disclosure and Barring Service) checks are taken before they begin their employment with us. All new posts are subject to a three-month probationary period.

Staff Ratios

The Early Years Foundation Stage Statutory Framework gives clear adult to child ratios for early years settings, which are dependent on the age of the children within each room. The current requirements for **all settings** are as follows:

Birth to two years - one adult to three children

Two to three years - one adult to four children

Three to five years - one adult to eight children.

We recognise that maintaining good practice is essential for us to continue to offer high quality childcare. Therefore, we strictly adhere to these ratios at all times throughout the day.

Daily Routine

The Willows has a flexible routine, which is specifically designed to meet the needs of all the children in our care. Whilst for the youngest children we follow their own routine, using individual 'day in the life' sheets, a simple structure gives the older children familiarity within the day so they understand what comes next, such as meal times.

As an idea this is what you could expect to see in a day at The Willows in The Badgers and Owls rooms.

- | | |
|---------------|---|
| 7.30 - 9am | Children arrive and settle, choosing their own activities. At 8am some children have breakfast. |
| 9am - midday | Children take part in both self-chosen and pre-planned activities, play outside, join in with group sessions. |
| Midday | Lunchtime - all the children sit with an adult at each table, enjoying a family orientated meal together. |
| 1 - 2.30pm | The younger Badgers have a sleep whilst the Owls take part in planned and self-chosen activities indoors and out. |
| 2.30 - 4.30pm | The Badgers awake and join in with activities and snack upstairs; the Owls continue to take part in activities downstairs. We have a snack at 3 pm. The children spend time in the main garden. |
| 4.30pm | Tea time |
| 5 - 6pm | The children take part in self chosen activities and play until home time. |

Cubs

The Cubs room caters for up to twelve children aged between three months and around two years, dependent on each child's individual stage of development. The room is light, airy and spacious, well-lit by natural light through the numerous windows on either side. The room is well equipped to meet the needs of the children throughout the day. There is a separate walled sleep area within the room which contains numerous travel cots and buggies, a separate area for making bottles and a room for changing nappies.

We follow the routines of individual children with a strong ethos on a home from home environment, encouraging each child to develop and grow at their own pace.

The room is equipped with a wide range of age appropriate floor and table top toys, the majority of which are accessible to the children without adult intervention. Many activities both planned and unplanned take place throughout the day in the wet play area of the room, including sand & water play, painting, collage making, playdough, messy play. Children investigate the treasure baskets, use the soft play equipment, and sing and dance with music and instruments.

We spend time outside in the garden, exploring the natural surroundings and playing on the smaller climbing frame and equipment. When numbers permit, we go for walks around Soham.

Badgers

This room caters for up to fourteen children aged between two and three years old. The room is a cosy space where the children can confidently explore activities that interest them throughout the day. We have a flexible routine, empowering the children to choose their own activities and enjoy their play, unhindered by a rigid routine. Many of the children tire after lunch and have a rest with their favourite comforts on sleep mattresses.

The room is purposely organised to encourage each child to both initiate their own play and take part in carefully planned play activities, which are drawn from observations. As with all the rooms there is a variety of age appropriate toys and equipment easily accessible to the children. There is a home corner that changes according to the children's interests, dressing up area, messy play, easel painting, creative area. There is also a planned activity that takes place throughout each session. The children take part in group activities such as playing games, reading stories, singing, playing musical instruments, Chattersacks, exploring Talking Boxes, and lively music and movement sessions.

We have a large outdoor space where children can explore. From sharing a story with an adult, painting the fence with water and rollers, climbing on the climbing frame, driving the cars and bicycles, to building with large blocks. We go for walks to the duck pond, and around Soham, taking pushchairs for those whose legs tire easily.

Owls

This large room accommodates up to twenty-four children at any one time aged between three and five years. The room is designed to encourage the children to independently access their own resources throughout the day, choosing activities that interest them to explore either on their own or with an adult or peer. Play is uninterrupted by routine, with a snack table readily available, where the children are encouraged to pour their own drinks and help themselves to the snacks on offer.

The activities on offer at any time include, a malleable materials bench where the children can make models with materials such as clay, play dough and salt dough.

A creative area with a variety of resources including paints, collage materials, junk modelling, magazines for cutting up, and colouring pencils. Large floor areas where the children explore a variety of toys and equipment of their choosing. A messy area where the children explore materials such as sand, gloop, water play, pasta, soapflakes, oats and slime.

We have a dressing up and home corner for children to express their imagination which changes regularly according to the children's interests. The Owls has a separate outdoor area that is used throughout the day, encouraging the children to play and explore both inside and outside. We also spend time in the main garden.

The staff plan activities for each session based around children's interests, identified through observations throughout their time at nursery. Group sessions are both planned and spontaneous; with activities such as matching games, listening games, musical sessions, parachute play, stories and singing.

What To Bring...

- Your child's comforter such as a teddy, dummy, blanket etc
- Formula milk in an unopened tin (if needed-Cubs)
- Disposable nappies (if needed)
- A full change of clothes(named) - **please bring your child to nursery each day in clothes which you do not mind getting messy**
- Appropriate outdoor clothing (named) including waterproofs and Wellington boots for wet weather play/ Sun hats for the warmer weather
- A cup/beaker for your child to keep at nursery to ensure they have access to a drink at all times within the room. (Cubs and Badgers)

The Early Years Foundation Stage

The Early Years Foundation Stage (EYFS) applies to all children from birth to five years (until the end of their Reception Year at school) in early years settings. The EYFS aims to ensure all children have the best start in life regardless of their background. This is achieved by ensuring each Early Years provider uses the same standards, implementing the Statutory Requirements and the good practice guidance. Key principles of the EYFS are divided into four themes:

A Unique Child - All children are individuals who learn from birth to be 'capable, confident and self-assured'.

Positive Relationships - Loving and secure relationships encourage children to be independent and strong.

Enabling Environments - The role of the surrounding environment is to support and extend each child's learning, both within the setting and the surrounding community.

Learning and Development - All areas of learning are interconnected. Children learn and develop in different ways at different paces.

(DCSF 2008)

In practice the EYFS underpins all areas of The Willows policies and procedures including; the use of a key person system; planning, to meet the needs of individual children through observation and assessment; working in partnership with parents, carers and outside agencies to support children within their families; safeguarding practices; and inclusive practices.

Key Person

It is the key person's role to build attachments with your child when they first join, support them within the setting through transitions, to be extra aware of their individual needs, and to be responsible for their learning and development record. If you would like to talk to your child's key person, to discuss their development or individual needs, please speak to them at the beginning or end of the day. You can also contact us to arrange a more suitable time to talk to them in private.

All base room staff continue to be involved in the care and development of each child. We firmly believe that familiar well-known staff in each room is essential to build trusting relationships where children enjoy and achieve in a safe, stimulating environment.

Parents as Partners

We recognise that you as parents are the first and lifelong educators of your children and as such work in partnership with you to meet the needs of your children whilst they are in our care. Partnerships begin the first time parents visit us and are built upon during introductory visits and grow in strength and trust during their time at The Willows.

Staff encourage parents to join in with their child's learning; reading and adding to their child's development records; sharing achievements with staff verbally and visually; and by discussing their child's development at both informal periods, such as pick up time, and formal sessions, such as consultation evenings.

We will always recognise and value your comments and contributions – to date we are lucky enough to have worked with some families for over 15 years.



Meal Times



All meals are cooked freshly on site. We provide breakfast (if required); lunch and tea, along with a healthy morning and afternoon snack each day. We buy as much fresh produce as possible and offer a balanced menu suitable for babies and young children. For young babies we work in partnership with parents during weaning, first liquidising fresh vegetables and moving on to simple lunches such as chicken, potato and vegetables.

We cater for individual children's dietary requirements and cultural beliefs - please speak to a member of staff if this applies.

We change the menus on a seasonal basis.



The Willows Weekly Lunch Menu

Week	Monday	Tuesday	Wednesday	Thursday	Friday
Week 1	Sausage Mash and Vegetables Rice Pudding	Vegetable Pasta Bake Crusty Bread Bananas and Custard	Fish Pie Sweetcorn Pear Tart	Roast Chicken, Potatoes & Carrots Raspberry Muffin	Fish Fingers, Waffles & Beans Fruity Flapjack
Week 2	Lasagne & Garlic Bread Orange fruit Jelly	Mild Chicken Curry & Rice with naan Banana Muffins	Pork roast, Potatoes & Vegetables Stewed Apple & custard	Macaroni Cheese with cauliflower Trifle	Shepherds Pie & Broccoli Fruit Sponge
Week 3	Sweet & Sour Pork with Noodles Fruity Flapjack	Roast Turkey, Potatoes & mixed vegetable Scone Jam & Cream	Potato Gratin with Carrot and Swede mash Rice Pudding	Spaghetti & Meatballs Peaches & Yoghurt	Fishcake with Rice & vegetable Apple Sponge
Week 4	Spinach & Ricotta cannelloni Raspberry & Oat yoghurt	Sausage Casserole with Dumpling Banana & Custard	Mild Chilli con carne with rice Bread & Butter pudding	Cottage Pie & Crusty Roll Peaches & Custard	Roast Chicken, Potatoes & Veg Blueberry Muffin



The Willows Weekly Tea Menu

Week	Monday	Tuesday	Wednesday	Thursday	Friday
Week 1	Cheese & Crackers with Cucumber sticks (1 of the below) Fruit/Yoghurt or Bakes	Soup & a roll (1 of the below) Fruit/Yoghurt or Bakes	Homemade Sausage Rolls (1 of the below) Fruit/Yoghurt or Bakes	Sandwich selection with veg Sticks (1 of the below) Fruit/Yoghurt or Bakes	Chicken/Salad wraps with tortilla chips (1 of the below) Fruit/Yoghurt or Bakes
Week 2	Homemade Sausage Rolls (1 of the below) Fruit/Yoghurt or Bakes	Cheese & Crackers with carrot sticks (1 of the below) Fruit/Yoghurt or Bakes	Spaghetti Carbonara 1 of the below) Fruit/Yoghurt or Bakes	Jacket Potato with Tuna mayo & sweetcorn (1 of the below) Fruit/Yoghurt or Bakes	Sandwich Selection with cucumber (1 of the below) Fruit/Yoghurt or Bakes
Week 3	Pizza with veg sticks (1 of the below) Fruit/Yoghurt or Bakes	Scrambled egg on Toast (1 of the below) Fruit/Yoghurt or Bakes	Macaroni Cheese (1 of the below) Fruit/Yoghurt or Bakes	Soup and a roll (1 of the below) Fruit/Yoghurt or Bakes	Jacket Potato beans & Cheese (1 of the below) Fruit/Yoghurt or Bakes
Week 4	Potato Wedges Breadsticks and dips (1 of the below) Fruit/Yoghurt or Bakes	Crumpets with vegetable sticks (1 of the below) Fruit/Yoghurt or Bakes	Spaghetti on Toast (1 of the below) Fruit/Yoghurt or Bakes	Cheese & tomato Toasties (1 of the below) Fruit/Yoghurt or Bakes	Veg fingers and Waffles (1 of the below) Fruit/Yoghurt or Bakes

Other Important Information

Illness

If your child is unwell, please do not bring them to nursery. If they become ill during the day a member of staff will ring you to let you know and ask you to come and collect them. Please ring The Willows 01353 624821 and let us know if your child is unwell as it is helpful to us and other parents to be aware of any illness circulating within the setting. Please be aware if your child has **diarrhoea and/or sickness** the exclusion period is **48 hours after the symptoms have disappeared**, this is to help prevent the spread of infection.

Medication

The Willows has a strict policy on the administration of medication which is in line with the Welfare Requirements of the EYFS. **Prior written consent must be given before any prescribed medication can be administered** to your child. The medication must be in its original bottle/packaging and be clearly labelled with the doctor/hospital name and address. Other necessary details include Child's name, date medication prescribed, dosage and frequency.

Please see the Policy regarding Administering Medication.

Please be aware that if you have administered Calpol or any kind of pain relief/temperature reducing medication to your child before nursery, they will not be allowed to stay on the premises.

In the case of **long-term medication**, such as a child having an inhaler for Asthma, a care plan will be put into place to meet the child's individual needs.

POLICY: ADMINISTERING MEDICATION

While it is not our policy to care for sick children, who should be at home until they are well enough to return to the setting, we will agree to administer prescribed medication as part of maintaining their health and well-being or when they are recovering from an illness.

A designated member of staff will be assigned to administer medication for each individual child concerned. They will also be responsible for ensuring that:

- The medication is in its original bottle/packaging and is clearly labelled with the child's name and doctor/hospital name and address.
- Prior consent is arranged and all the necessary details are recorded on the medication form, these include: Child's name, date medication prescribed and the reason for prescription, dosage and frequency.

The child must remain at home on the prescribed medication for 24 hours before returning to nursery, to ensure the child does not present any form of reaction to medication.

We will only administer the dosage and frequency indicated on the instructions once the child has been in our care for 4 hours or more.

Medicine will be safely stored in our designated area during the session in accordance with the instructions on the medication label.

Two members of staff will sign the medication form with one administering the medication and the other acting as a witness to ensure that the correct dosage has been given.

Parents/carers must sign the medication form to acknowledge that the medication has been given, which is then kept on the child's file for reference.

Medication will never be given without the prior written request or the parent/carer. In the case of an emergency, e.g a child develops a temperature whilst in the care of The Willows, verbal consent via a telephone call is accepted.

Children who have been prescribed medication by a doctor in any form i.e liquid, cream, tablets etc should be kept at home for 24 hours prior to returning to nursery. This is to ensure that there are no adverse effects, as well as to give time for the medication to work.

If a child has Eczema or other dry skin condition diagnosis, we will administer **prescribed** cream from the doctor. Signed parental permission is required **every day** before the cream can be applied.

Where a child is prescribed medication for a medical need such as Asthma, The Willows will complete a health care plan (details of this can be found in our main copy of Policies and Procedures)

Calpol

If a child develops a temperature (38c or above) whilst in our care, the parents/carers will be contacted by telephone and informed that their child is unwell and will need collecting from the nursery. A request to administer Calpol will be sought and if verbally agreed, one dose of calpol will be administered by the designated member of staff.

The child's temperature will be taken again after 20 minutes and then monitored until the parents/carers arrive. An emergency medication form will be filled out and parents/carers will be asked to sign to acknowledge that medication has been given.

If you have administered Calpol to your child before bringing them to nursery, they will not be allowed to stay on the premises.

Teething gels and granules can be administered to children who are teething. A medication form with prior written consent must be completed before all gels and granules can be administered.

Nappy creams

If a nappy cream is prescribed, you will be asked to complete a medication form at the beginning and end of each session to acknowledge cream has been applied.

Epi - Pen

The Willows staff may require additional training for some medication e.g. an Epi - Pen. Epi- Pen administration is covered in the First - Aid training that all staff are qualified in. If further training is required, the Manager will ensure this is sought at the earliest convenience. The safety of the child will be discussed with the parents/carers and it may be necessary for the training to be completed before the child attends the nursery, to keep the child safe. A health care plan will be drawn up for the child to ensure their well being whilst in our care

Specialist medical training

If a child needs medication requiring specialist knowledge or training, only trained staff will administer the medication and for the safety of the child it may be necessary for the child to remain at home until the training is completed, for the safety of the child.

Safeguarding

We believe that children have the right to be completely secure from both the fear and reality of abuse and are committed to protecting all the children in our care from harm. The setting has a duty to act upon any causes of concern and may liaise with Social Care, Ofsted and/or the police if necessary. All staff regularly attend Child Protection training to ensure the safety and welfare of all children in our care.

Complaints

We take all comments from children, parents, carers and the wider community very seriously. If you have concerns with any aspect of our setting please do not hesitate to contact the Manager, Deputies or Room Leaders to resolve the situation. If you would like to make an anonymous (or not) comment about our provision, there is a suggestions box in the entrance hall that is regularly checked and addressed.

Any parent or carer can submit a complaint to Ofsted about any aspect of childcare provision. Ofsted will consider and investigate all complaints which are in breach of the EYFS Statutory Framework.

Payment of Fees

Invoices are issued in advance at the beginning of each month, if they are not paid by the stated date then a 10% charge will be added. We would prefer to receive payment directly into our bank account - details of which are below. Fees can also be paid by Tax Free Childcare, cash, childcare vouchers (i.e. Computer share vouchers, Sodexo etc) or by claiming Nursery Education Funding (if appropriate). A mixture of the mentioned methods is also acceptable.

Account	The Willows Day Care Nursery
Sort code	30 - 64 - 79
Account number	26154668

Please include your child's name as the reference.

All children are eligible for **Nursery Education Funding** from the term after they turn three. The Willows offer 15 of the 30 Government funded hours per week.

Parents can use the 15 hours flexibly-

- in combination with more than one provider should they choose to do so
- over a minimum of two days

If this applies to your child, you will receive a funding application form from The Willows.

The proprietor reviews fee schedules annually, and one month's notice will be given to parents before an increment takes place.

Bookings

We strongly advise that all new children have a gradual transition into the setting to familiarise themselves with us and get used to leaving their parents and/or carers. This will be further discussed with you when you book your child in, to meet their individual needs.

The minimum number of hours you can book your child in for each week is 8 hours. This is to ensure your child remains settled and happy during their time with us.

Cubs & Badgers - A minimum of 8 hours (one day or two half days)

Owls - A minimum of 8 hours (if Nursery Education funded sessions only, this is 2.5 hours)

All children are booked in for regular sessions each week and staff have set working hours, therefore your child's regular sessions cannot be swapped. We will however accept additional bookings if numbers and staffing allow.

A non-refundable registration fee of £50.00 is required to secure a place for your child.

Nursery Education Funding - NEF

Children attending for Nursery Education Funded hours only - a deposit of £50 is required to secure your child's place and is refunded once they start attending their sessions. All funded sessions booked are permanent each week and may not be swapped

Holidays

Apart from the Christmas closure week and Bank Holidays, full rates will always be charged. We will deduct meal charges from your bill for any missed.

If you have any questions or would like to arrange a visit, please contact us on **01353 624821**

The Willows Day Care Nursery Fee Schedule

Fees from May 6th 2019

Session	Cost
Full Week (7.30 - 6pm)	£269.00
Full Day	£59.00
Short Day (8:30-3:30pm)	£44.00
Hourly Rate	£6.30
Escort	£2.50

Meals	Cost
Breakfast	£1.00
Lunch	£2.50
Tea	£2.00
Baby food (weaning)	£1.00

A registration fee of £50.00 (non-refundable) will be required when booking a place for your child.

MAY 2018

GENERAL DATA PROTECTION REGULATION

(GDPR)

PRIVACY NOTICE

FOR PARENTS/CARERS & CHILDREN

AT

THE WILLOWS DAY CARE NURSERY

&

OUT OF SCHOOL CLUBS

FOR NDNA



National Day Nurseries Association

WHAT IS THE PURPOSE OF THIS DOCUMENT?

The Willows Day Care Nursery & Out of School Clubs (“the Nursery” or “we”) is committed to protecting the privacy and security of your personal information.

This privacy notice describes how the Nursery & Out of School Clubs collect and use personal information about children attending the Nursery & Out of School Clubs (“Child” or “Children”) and the parents of the Children (“Parents”) (known collectively as “You” or “Your”), in accordance with the General Data Protection Regulation (GDPR).

The Nursery & Out of School Club **Proprietor - David Seal** and their **Management team** is a “data controller”. This means that we are responsible for deciding how we hold and use personal information about You. We are required under data protection legislation to notify You of the information contained in this privacy notice.

This notice applies to Children and Parents. This notice does not form part of any contract of employment or other contract to provide services. We may update this notice at any time but if we do so, we will provide You with an updated copy of this notice as soon as reasonably practical.

It is important that Children and Parents read and retain this notice, together with any other privacy notice we may provide on specific occasions when we are collecting or processing personal information about You, so that You are aware of how and why we are using such information and what Your rights are under the data protection legislation.

DATA PROTECTION PRINCIPLES

We will comply with data protection law. This says that the personal information we hold about You must be:

1. Used lawfully, fairly and in a transparent way.
2. Collected only for valid purposes that we have clearly explained to You and not used in any way that is incompatible with those purposes.
3. Relevant to the purposes we have told You about and limited only to those purposes.
4. Accurate and kept up to date.
5. Kept only as long as necessary for the purposes we have told You about.
6. Kept securely.

THE KIND OF INFORMATION WE HOLD ABOUT YOU

Personal data, or personal information, means any information about an individual from which that person can be identified. It does not include data where the identity has been removed (anonymous data).

There are “special categories” of more sensitive personal data which require a higher level of protection, such as information about a person’s health or sexual orientation.

Children:

We will collect, store, and use the following categories of personal information about Children:

- Name
- Date of birth
- Home address
- Dietary requirements
- Attendance information
- Photographs of the Child to signpost Children to where their belongings are stored at the Nursery that they attend, and also for general display purposes
- Emergency contacts should Parents be unavailable and the emergency contact’s contact details
- Record book for each Child containing the work of the Child whilst at the Nursery, observations about the Child’s development (EYFS) whilst at the Nursery from Employees of the Nursery, specific examples of the Child’s progress, photographs demonstrating the Child’s development whilst at the Nursery, and personal details of the Child (e.g. their date of birth) (“Progress Report”)
- Records relating to individual Children e.g. care plans, common assessment frameworks, speech and language referral forms
- Accidents/incidents and pre-existing injuries forms
- Records of any reportable death, injury, disease or dangerous occurrence
- Observation, planning and assessment records of Children

We may also collect, store and use the following “special categories” of more sensitive personal information:

- Information about a Child’s race or ethnicity, spoken language and nationality.
- Information about a Child’s health, including any medical condition, health and sickness records.
- Information about a Child’s accident or incident reports including reports of pre-existing injuries.
- Information about a Child’s incident forms / child protection referral forms / child protection case details / reports.

Parents:

We will collect, store, and use the following categories of personal information about Parents:

- Name
- Home address
- Telephone numbers, and personal email addresses.
- National Insurance number.

We may also collect, store and use the following “special categories” of more sensitive personal information:

- Information about a Parent’s race or ethnicity, spoken language and nationality.
- Conversations with Parents where Employees of the Nursery deem it relevant to the prevention of radicalisation or other aspects of the governments Prevent strategy.

HOW IS YOUR PERSONAL INFORMATION COLLECTED?

Children

and

Parents:

We collect personal information about Children and Parents from when the initial enquiry is made by the Parents, through the enrolment process and until the Children stop using the Nursery’s and/or Out of School Club services.

HOW WE WILL USE INFORMATION ABOUT YOU

We will only use Your personal information when the law allows us to. Most commonly, we will use Your personal information in the following circumstances:

1. Where we need to perform the contract we have entered into with You.
2. Where we need to comply with a legal obligation.
3. Where it is necessary for our legitimate interests (or those of a third party) and Your interests and fundamental rights do not override those interests.

We may also use Your personal information in the following situations, which are likely to be rare:

1. Where we need to protect Your interests (or someone else’s interests).
2. Where it is needed in the public interest or for official purposes.

Situations in which the Nursery/Out of School Clubs will use personal information of Children

We need all the categories of information in the list above (see Children section within the Paragraph entitled 'The Kind of Information We Hold About You') primarily to allow us to perform our obligations (including our legal obligations to Children. The situations in which we will process personal information of Children are listed below.

- Upon consent from the Parents, Personal Data of Children will be shared with schools for progression into the next stage of their education.
- Personal information of Children will be shared with local authorities without the consent of Parents where there is a situation where Safeguarding/Child Protection is necessary.
- Ofsted will be allowed access to the Nursery's & Out of School Clubs systems to review Safeguarding/Child Protection records.
 - To ensure we meet the needs of the Children
 - To enable the appropriate funding to be received
 - Report on a Child's progress whilst with the Nursery/Out of School Club
 - To check safeguarding records
 - To check complaint records
 - To check attendance patterns are recorded
 - When a Child's Progress Report is given to its Parent in order for that Parent to pass the same Progress Report to a school for application or enrolment purposes

Situations in which the Nursery/Out of School Clubs will use personal information of Parents

We need all the categories of information in the list above (see Parents section within the Paragraph entitled 'The Kind of Information we Hold About You') primarily to allow us to perform our contracts with Parents and to enable us to comply with legal obligations. The situations in which we will process personal information of Parents are listed below.

- To report on a Child's attendance
- To be able to contact a Parent or a Child's emergency contact about their Child
- To ensure Nursery/Out of School Club fees are paid

If Parents fail to provide personal information

If Parents fail to provide certain information when requested, we may not be able to perform the respective contracts we have entered into with Parents, or we may be prevented from complying with our respective legal obligations to Children and Parents.

Change of purpose

We will only use Your personal information for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. If we need to use Your personal information for an unrelated purpose, we will notify the Child or Parent, as is appropriate in the circumstances, and we will explain the legal basis which allows us to do so.

Please note that we may process a Child's or a Parent's personal information without their respective knowledge or consent, as relevant to the circumstances, in compliance with the above rules, where this is required or permitted by law.

HOW WE USE PARTICULARLY SENSITIVE PERSONAL INFORMATION

"Special categories" of particularly sensitive personal information require higher levels of protection. We need to have further justification for collecting, storing and using this type of personal information. We have in place an appropriate policy document and safeguards which we are required by law to maintain when processing such data. We may process special categories of personal information in the following circumstances:

1. In limited circumstances, with Parents explicit written consent.
2. Where it is needed in the public interest, such as for equal opportunities monitoring.

Less commonly, we may process this type of information where it is needed in relation to legal claims or where it is needed to protect a Child or a Parents' interests (or someone else's interests) and the Child or Parent is not capable of giving consent, or where the Parent has already made the information public.

INFORMATION ABOUT CRIMINAL CONVICTIONS

We may only use information relating to criminal convictions where the law allows us to do so. This will usually be where such processing is necessary to carry out our obligations and provided we do so in line with our data protection policy.

Less commonly, we may use information relating to criminal convictions where it is necessary in relation to legal claims, where it is necessary to protect the interests of You (or someone else's interests) and You are not capable of giving your consent, or where an Employee or a Parent, as is relevant to the circumstances, has already made the information public.

DATA SHARING

We may have to share Child or Parent data with third parties, including third-party service providers and other entities in the group.

We require third parties to respect the security of Your data and to treat it in accordance with the law.

Why might the Nursery/Out of School Club share Child or Parent personal information with third parties?

We will share Your personal information with third parties where required by law, where it is necessary to administer the working relationship with You or where we have another legitimate interest in doing so.

Which third-party service providers process my personal information?

"Third parties" includes third-party service providers (including contractors and designated agents), local authorities, regulatory bodies, schools and other entities within our group. The following third-party service providers process personal information about you for the following purposes:

- Local Authorities – for funding and monitoring reasons (e.g. equal opportunities and uptake of funded hours)
- Regulatory bodies – for ensuring compliance and the safety and welfare of the children
- Schools – to provide a successful transition by ensuring information about the child's progress and current level of development and interests are shared

How secure is my information with third-party service providers and other entities in our group?

All our third-party service providers and other entities in the group are required to take appropriate security measures to protect Your personal information in line with our policies. We do not allow our third-party service providers to use Your personal data for their own purposes. We only permit them to process Your personal data for specified purposes and in accordance with our instructions.

When might you share my personal information with other entities in the group?

We will share Your personal information with other entities in our group as part of the Nursery Education Funding scheme for children aged 2/3 and 4 years of age. Information is obtained in paper form from parents/carers and is stored in a locked filing cabinet. The data is shared with Cambridgeshire County Council through a password secure portal which is accessed via a lap top that is also password protected and stored in a locked cabinet at the close of business.

Cambridgeshire County Council request that parents include their national insurance numbers on all funding forms to see if your child is entitled to Early Years Pupil Premium. This is a sum of money that can be used to buy resources specifically for your child to support their learning. (please note these resources remain the property of **The Willows** when your child leaves).

To support the NEF funding, the parent declaration form requests the proof of your child's identity, this information is collected by The Willows taking a photocopy of either your child's birth certificate and/or passport. This information is retained for a period of 7 years, which is a Statutory requirement by the Local Authority. After this period of time documents in paper form will be shredded.

To meet the statutory guidance for the Early Years Foundation Stage we will keep developmental records of your child throughout their time at The Willows and when they move onto school at aged 3/4/5 years of age, we share this data with the school that your child will be moving onto next. All developmental records are in paper form and stored in a locked filing cabinet and retained for a period of 6 years, after this time, documents will be shredded.

Children with SEND (special educational needs and/or disability), any data collected on your child is shared with the Local Authority (Cambridgeshire County Council) in order for us to provide your child with the best learning experiences available. This information is stored in paper form in a locked filing cabinet and also on a computer that is password protected and stored in a locked cabinet at the close of business.

What about other third parties?

We may share Your personal information with other third parties, for example in the context of the possible sale or restructuring of the business. In this situation we will, so far as possible, share anonymised data with the other parties before the transaction completes. Once the transaction is completed, we will share Your personal data with the other parties if and to the extent required under the terms of the transaction.

We may also need to share Your personal information with a regulator or to otherwise comply with the law.

DATA RETENTION

How long will you use my information for?

We will only retain Your personal information for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements. Details of retention periods for different aspects of your personal information are available in our retention policy which is available from the manager. To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of Your personal data, the purposes for which we process Your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements.

Any accident/incident form that your child may have whilst in attendance at The Willows Day Care Nursery/Out of School Club, is shared with You on the day in which the accident/incident occurred and is in paper form and stored in a locked filing cabinet and will be kept at The Willows Day Care Nursery until Your child reaches 21 years and 3 months of age. After this period, documents will be shredded.

In some circumstances we may anonymise Your personal information so that it can no longer be associated with You, in which case we may use such information without further notice to You. Once you are no longer a parent or a Child benefiting from the Nursery's/Out of School Club's services as is appropriate, we will retain and securely destroy your personal information in accordance with our data retention policy **OR** applicable laws and regulations.

RIGHTS OF ACCESS, CORRECTION, ERASURE, AND RESTRICTION

Your duty to inform us of changes

It is important that the personal information we hold about You is accurate and current. Please keep us informed if Your personal information changes during your working relationship with us.

Your rights in connection with personal information

Under certain circumstances, by law You have the right to:

- **Request access** to Your personal information (commonly known as a “data subject access request”). This enables You to receive a copy of the personal information we hold about You and to check that we are lawfully processing it.
- **Request correction** of the personal information that we hold about You. This enables You to have any incomplete or inaccurate information we hold about You corrected.
- **Request erasure** of your personal information. This enables Employees or Parents to ask us to delete or remove personal information where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove Your personal information where You have exercised Your right to object to processing (see below).
- **Object to processing** of Your personal information where we are relying on a legitimate interest (or those of a third party) and there is something about Your particular situation which makes You want to object to processing on this ground. You also have the right to object where we are processing Your personal information for direct marketing purposes.
- **Request the restriction of processing** of Your personal information. This enables Parents, to ask us to suspend the processing of personal information about You for example if You want us to establish its accuracy or the reason for processing it.

- **Request the transfer** of Your personal information to another party.

If You want to review, verify, correct or request erasure of Your personal information, object to the processing of Your personal data, or request that we transfer a copy of Your personal information to another party, please contact the manager in writing.

No fee usually required

You will not have to pay a fee to access Your personal information (or to exercise any of the other rights).

What we may need from You

We may need to request specific information from You to help us confirm your identity and ensure Your right to access the information (or to exercise any of Your other rights). This is another appropriate security measure to ensure that personal information is not disclosed to any person who has no right to receive it.

RIGHT TO WITHDRAW CONSENT

In the limited circumstances where You may have provided Your consent to the collection, processing and transfer of Your personal information for a specific purpose, You have the right to withdraw Your consent for that specific processing at any time. To withdraw Your consent, please contact **the manager** (in writing). Once we have received notification that You have withdrawn Your consent, we will no longer process Your information for the purpose or purposes You originally agreed to, unless we have another legitimate basis for doing so in law.

CHANGES TO THIS PRIVACY NOTICE

We reserve the right to update this privacy notice at any time, and we will provide You with a new privacy notice when we make any substantial updates. We may also notify You in other ways from time to time about the processing of your personal information.

If you have any questions about this privacy notice, please contact Tracy (the Nursery Manager) on 01353 624 821 or by email info@willowschildcare.co.uk

General Data Protection Regulation (GDPR)



I.....Parents/Carers of.....(child's name) acknowledge that I have received a copy of the Nursery's privacy notice for Children and Parents and that I have read and understood it.

Signature.....

Date.....

Consent

Please delete as appropriate, date and sign:

I give permission for The Willows Day Care Nursery/Out of School Clubs to use the information I have provided on the registration forms when necessary, eg: if my child becomes ill whilst at nursery/out of school club and I give permission for this information (parent/s name, address, contact telephone number, emergency contact name and telephone numbers) to be retained.

Without your permission to retain this information your child cannot attend.

YES/NO

I give permission for The Willows Day Care Nursery/Out of School Clubs to share any relevant information regarding my child with other settings they attend, relating to the Early Years Foundation Stage. I understand that the information shared will be confidential.

YES/NO

During sessions, staff use photographs as a way of recording children's development, these photographs are printed and stored in children's individual files. These images are then deleted from the camera. I give permission for my child to be photographed during sessions.

YES/NO

I give permission for my child's first name and/or photograph to be used as part of wall displays for art work and/or activities carried out in the nursery/out of school clubs.

YES/NO

I give permission for my child to be taken off the premises for walks in the local environment (ducks, park or other areas of interest eg – library).

YES/NO

I give permission for micro pore tape, dressings and/or plasters to be used on my child in the event of first aid treatment.

YES/NO

I give permission for staff to administer prescription medication that has been administered by the Doctor. (Medication is to be in the original container and labelled with the child's name, date medication prescribed & dosage as administered by the Doctor).

YES/NO

I give permission for staff to administer temperature reducing medication such as Calpol. (Nursery only)

YES/NO

I give permission for the named emergency contacts to collect my child in an emergency or at any time when I'm unavailable to attend.

YES/NO

I give permission for my child to be transported in the Willows vehicles for transportation to and from the local part time nursery schools (when applicable) and for visits/outings with The Willows.

YES/NO

We occasionally do face painting during sessions. I give permission for my child to have face paints applied by an adult.

YES/NO

We occasionally watch dvd's, (pre-school & out of school clubs), that are age appropriate to the children. Please note: holiday club occasionally watch dvd's that are PG rated. I give permission for my child to watch dvd's.

YES/NO

Name of parent.....

Signature.....

Date.....

Registration Form
Childs Details

First name/s:	Surname:	What they like to be called:
Date of birth: Religion:	Current age:	First language: Other language/s spoken:

Parent/Guardian/Carer details (please inform us if either parent does not have legal parental responsibility)

First name:	Surname:	First name:	Surname:
Home address:		Home address:	
Work address:		Work address:	
Home no.		Home no.	
Mobile no		Mobile no	
Work no		Work no	
Email		Email	

Of the above addresses, where does your child reside?

If we need to get hold of you, who do we contact first?

Alternative Emergency Contact details (please provide the details of at least one person we can contact if we not able to get hold of you)

Name:	Telephone number:	Mobile number:
Address:		Relationship to child:
Name:	Telephone number:	Mobile number:
Address:		Relationship to child:

I give permission for the persons named above to collect my child in an emergency or at any other time when I am unable to attend. YES/NO

Please give details of any other setting your child attends:
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Details of your child's Doctor

Name of Doctor:	Telephone number:
Address:	
Child's NHS Number	

About your child

Does your child have an EHA (Early Help Assessment)?

Please detail any medical needs your child has: (please provide full details, if medication is needed an additional medication/care plan will need to be completed)

Please detail any allergies/intolerances your child has: (please provide full details)

Please detail any dietary requirements for your child: (please provide full details)

What are your child's favourite activities?

Name and date of birth of any siblings:

Is there anything your child doesn't like (food, activities etc) or is in fear of?

Any additional information e.g distinguishing birthmarks:

How did you hear about The Willows?

Terms and Conditions

I consent for my child to attend The Willows Day Care Nursery. I understand that the nursery has policies and procedures and that there are expectations and obligations relating to both The Willows and myself and my child, and agree to abide by them.

I give permission for a trained member of staff to administer First aid if required.

I give permission for The Willows to seek any necessary emergency medical advice or treatment if my child is involved in a serious accident. I expect to be contacted immediately on the telephone numbers given.

Late collection of my child will result in a charge of £1.00 per minute per family after 6pm. I understand that persistent late or non-payment of fees may jeopardise my child's place.

I confirm that the information given on all forms is correct and agree to notify The Willows of any changes in details.

I understand that the information given on this registration form is confidential. However, the staff have a duty to safeguard all children, so in the event of a Safeguarding concern, it may be necessary to disclose information to the Designated Child Protection Officer and in certain instances Social Care may be contacted.

I agree to give one month's notice if my child leaves the setting, and for changing my child's regular booking pattern.

I agree to pay 50% of my first invoice if I have booked my child in three months or more in advance. I also understand that this is refundable if my child attends the days and hours originally booked in for and is non-refundable if days and hours are reduced.

I understand that 10% will be added to my child's fee if I have not paid by the date stated on the invoice.

I understand that apart from the Christmas closure week and Bank holidays, full rates will always be charged, however charges for any missed meals will be deducted.

I agree that full fees will always be charged as clearly stated in the terms and conditions of The Willows.

I have read, understood and agree to the above terms and conditions for my child attending The Willows Day Care Nursery

Signed Parent/Guardian/Carer Date

Booking Form

Cubs, Badgers and Owls

Childs full name.....

Known as: D.O.B

Date placement to start:

Days and times required:

	Monday	Tuesday	Wednesday	Thursday	Friday
From					
To					

Meals required:

	Monday	Tuesday	Wednesday	Thursday	Friday
Breakfast					
Lunch					
Tea					

I enclose £50.00 registration fee with my completed registration forms.

Signed:

Date: