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4.1 Confidentiality

It is important that young people, parents, colleagues, visitors and staff feel that they can share information with others knowing that the information being given will go no further and will be in confidence. Confidentiality and sensitivity is also needed in staff supervisions and appraisals and issues should only be discussed with the member of staff, manager and directors as needed.

Confidential information about an individual child, young person, parents or carer must only be disclosed on a 'need to know' basis. Staff must not discuss any information of this nature outside of the setting and must respect the right of family confidentiality.

Parents will have access to information regarding their child or young person but not to any other child or young person. All records and information are kept in a safe and secure place and any records kept on computer must be registered under the data protection act 1984. Staff must not discuss any information about a child or young person in front of other parents. Another room or separate area must be used to discuss sensitive issues.

Young people and children should be aware that they can talk openly about how they feel and that information will remain confidential unless there is significant threat to the child, young person or a third party.

4.2 Data protection

The Play Place group adheres to the following data protection principles:

1. Play Place complies with the data protection Act and has security measures in place to safeguard information.
2. Play Place holds data on each registered child and young person, which will only be used for specific purposes allowed by law.
3. Settings will have admission information and other confidential records that will only be accessible to setting staff and members of the senior management team where necessary.
4. All written information is kept in a secure locked place.
5. Parents and carers may arrange with setting managers to view their child or young person's record but will not have access to any other child's or young person's record or information.
6. On occasions the Local Authority may request general information about children or young people within our settings to carry out specific functions, such as accessing Education Grant Funding for children at the appropriate age or localities monitoring.

4.3 Partnership with parents

Close working between Play Place staff and parents or carers is essential for the well being of the child and young person.

Staff responsibility

1. Staff will inform parents of changes and development and where possible giving a reasonable time span for all to adapt.
2. Where possible, parents will be given the opportunity to comment and be part of any changes.
3. Every effort will be made to welcome and involve parents in the running of the group.
4. All new parents will be made aware of group routine and policies.
5. Groups will ensure parents have the opportunity to contribute their own skills or interests to the activities of the group.
6. Where there are keyworker systems, welcoming introductions will be made to families.
7. Parents should be made aware of volunteering opportunities in the setting, if they have time and would like to help.
8. Parents should be kept up to date about group activities through regular newsletters.
9. In the event of separation within a family unit, although staff will take parents wishes into consideration as much as possible, both parents have the right to collect the child unless a court order states otherwise.

Parental responsibility

1. Parents should inform their child's key worker or managers of any changes of circumstance that may affect the child's happiness and well-being.
2. Parents should always inform the setting if they are not collecting their child; no child can be allowed to leave with an unauthorised person.
3. Parents should encourage their child to join in activities such as letter of week and to bring in any items from home that is relevant to the week's topic or themes.

4. Parents should provide nappies and spare clothing for potty training and return loaned items of clothes as soon as possible.
5. Families experiencing financial hardship at any time should speak to the manager. Any information given will be treated in confidence. Every effort will be made to reach an agreement.

4.4 Charges

We always aim to make our services as accessible as possible. Where we do charge, it is at a rate that is appropriate to ensure that costs of service delivery are covered. Our charging structure and policy is transparent and charges are always made clear.

At Play Place Childcare Services Ltd we talk to parents about their entitlements to grant funding, for example 2 year old funding, 30 hours entitlement or explore access through other services for example Children's Services.

Fees for pre schools are paid by the end of the first month in the new term and on a monthly basis for full day care. The setting manager or deputy are responsible for collecting and recording fees.

A month's notice is required if children leave the setting. However, we will work with parents if they need to leave at shorter notice due to unexpected circumstances.

If parents or carers have any difficulty paying or cheques are returned unpaid, a confidential and sensitive discussion must take place between the parent or carer and the Manager, Director of Finance or other Directors. In all cases we seek to work out a payment plan that is responsive to the needs of the family and ensure that the child or young person does not miss service delivery.

On occasions, activities for older children (such as at some drop-in activities) may be charged at a small amount. These costs are on a one-off basis.

4.5 Complaints

We aim to provide the highest quality care and support children and young people. We provide a variety of play, educational and learning experiences to encourage each child or young person to reach his or her full potential.

We aim to treat each child or young person and their families as individuals, making them feel welcomed and valued.

We believe that all children, young people and adults are entitled to courtesy and prompt attention to their needs and concerns.

We also welcome suggestions and comments on our practice from children, young people and adults.

Making concerns known

If parent are or carers have concerns about service delivery the following actions should be taken:

1. Initially the parent or carer should speak the child's key worker or youth worker about any comments and suggestions.
2. They may speak to setting Manager either informally or by making an appointment if this is more convenient.
3. If concerns raised have not been addressed within an appropriate time scale (this will depend on the nature of the concern) or if the problem re-occurs then the concern must be put in writing to the Manager and a meeting must be arranged.
4. If after this second meeting the concerns have still not been addressed or it is felt the outcome is not satisfactory then external advice may be sought through Ofsted or through commissioning bodies.
5. Parents may contact Ofsted at any time

What happens with a complaint?

1. General complaints and concerns can be dealt with at the setting and will be acted upon instantly, for example if a child has lost a personal item.
2. Complaints will be formally logged in our records.
3. Managers will keep young people, parents and carers updated with developments.
4. Parents will receive a written response to formal complaints.
5. Action plans may be used to rectify a situation.

6. All those involved should be able to see any new progress.
7. Where a complaint is serious (such as a staffs conduct), we will seek advice from our Human resources (HR) company, and will act upon their legal advice. This may include suspension of the staff member whilst an investigation takes place ([Detailed in section 5.9](#))
8. If a complaint involves children, the Ofsted compliance team will be notified and we shall act upon advice given.
9. The local authority Children's services team will be contacted where appropriate.
10. Play Place Directors will work to support families and staff.

4.6 Contingency lock down plans

Play Place group of companies recognise that each setting or group is unique and individual and when a situation or crisis happens it may be resolved differently from another group. If a situation's occurs we will make a rapid assessment that may incur a lock down situation where the children are kept safe and quiet until the situation is resolved.

When a situation or crisis occurs we will endeavor to:

1. Make sure that settings are able to operate and keep within ratio. We will use our own staff pool to cover settings where necessary. We have good partnerships with local childcare agencies that understand our requirements and needs.
2. Where closure is needed, parents will be notified by phone and arrangements made to get children and staff home safely.
3. Children's contact details are also kept centrally, however if details are inaccessible then a second point of call that is off site is available.
4. If closure is needed due to adverse weather conditions parents will be informed by phone and website access is available.
5. If the building needs to be evacuated the children and staff will gather at the meeting point.
6. Where possible, to provide a place of safety, children and staff may be able to access other buildings or venues.

This settings meeting point is _____

This settings place of safety is _____

The registered persons being the Directors will be notified in all events.