

Play Place Policies and procedures

(2018/19 Edition)

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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 General data and Protection Regulations (GDPR)

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

Play Place collects, uses and is responsible for certain personal information about our beneficiaries. In the course of providing education and care we collect the following personal information:

1. Personal information (such as name, date of birth, gender, home address and postcode)
2. Special category characteristics (such as special educational needs (SEN) information, ethnicity, relevant medical information)
3. Parents/Carers Information (such as name, date of birth, National Insurance or National Asylum Support Service Number)
4. Financial eligibility information (such as 30 hours codes where applicable)
5. Attendance information (such as sessions attended, number of absences and absence reasons)

We also obtain personal information from other sources such as follows:

1. Local Authorities
2. Social workers
3. SEND workers
4. Early years advisors
5. Health visitors
6. Youth workers
7. GP's
8. Partnership groups

We use your personal information to:

1. Check and calculate free entitlement (where applicable)
2. Provide appropriate pastoral care and support services to children and young people.
3. Provide funding (where applicable)
4. Provide advice, support and guidance to the setting or provision
5. Enable financial and policy compliance checks of the setting or provision
6. Assess and improve the quality of our services
7. Comply with the law regarding data sharing
8. Safeguard children

We hold financial information securely and retain it for 7 years, after which the information is archived or securely destroyed.

We will hold your personal information securely and retain it from the child /young person's date of birth until they reach the age of 25, after which the information is archived or securely destroyed.

We collect and use personal information to comply with our legal obligations under section 537A of the Education Act 1996, section 83 of the Children Act 1989, and to carry out tasks in the public interest. If we need to collect special category (sensitive) personal information, we rely upon reasons of substantial public interest (equality of opportunity or treatment).

Who we share personal information with:

1. Department for Education (DfE) (statutory for early years funding and policy monitoring)
2. Kent County Council, Croydon Local Authority, Bromley Borough Council Management
3. Information & Finance (to provide funding)
4. Other local authorities, or other early years settings, to resolve duplicate claims and funding queries
5. Commissioned providers of local authority services (such as education services)
6. Local multi-agency forums which provide SEND advice, support and guidance (such as EY Local Inclusion Forum Team (EY LIFT))
7. Schools that you attend after leaving us (where applicable)
8. Partner organisations signed up to an Information Sharing Agreement, where necessary, which may include Police, school nurses, doctors and mental health workers and Community
9. Health NHS Foundation Trusts
10. Contracted providers of services (such as external photographers and catering providers) where consent has been given
11. Law enforcement or other authorities if required by applicable law.

The National Pupil Database (NPD)

We are required by law, to provide information about our pupils to the DfE as part of statutory data collections such as the school census and early years' census. Some of this information is then stored in the NPD (Information About Individual Pupils) (England) Regulations 2013.

The NPD is owned and managed by the DfE and contains information about pupils in schools in England. It provides invaluable evidence on educational performance to inform independent research, as well as studies commissioned by the DfE. It is held in electronic format for statistical purposes. This information is securely collected from a range of sources including schools, local authorities and awarding bodies.

The DfE may share information about our pupils from the NPD with third parties who promote the education or well-being of children in England by:

1. Conducting research or analysis
2. Producing statistics
3. Providing information, advice or guidance

The DfE has robust processes in place to ensure the confidentiality of our data is maintained and there are stringent controls in place regarding access and use of the data. Decisions on whether DfE releases data to third parties are subject to a strict approval process and based on a detailed assessment of:

1. Who is requesting the data
2. The purpose for which it is required
3. The level and sensitivity of data requested: and
4. The arrangements in place to store and handle the data

To be granted access to pupil information, organisations must comply with strict terms and conditions covering the confidentiality and handling of the data, security arrangements and retention and use of the data.

Beneficiary rights

Under the GDPR our beneficiaries have rights to exercise free of charge to:

1. Know what we are doing with your information and why we are doing it
2. Ask to see what information we hold about you (Subject Access Request)
3. Ask us to correct any mistakes in the information we hold about you
4. Object to direct marketing
5. Make a complaint to the Information Commissioners Office
6. Withdraw consent (if applicable)

Depending on our reason for using your information you may also be entitled to:

1. Ask us to delete information we hold about you
2. Have your information transferred electronically to yourself or to another organisation
3. Object to decisions being made that significantly affect you
4. Object to how we are using your information
5. Stop us using your information in certain ways

We will always seek to comply with request, however we may be required to hold or use your information to comply with legal duties.

For further information about beneficiary rights, including the circumstances in which they apply, see the guidance from the UK Information Commissioners Office (ICO) on individuals' rights under the General Data Protection Regulation.

Keeping personal information secure

Play Place have appropriate security measures in place to prevent personal information from being accidentally lost, or used or accessed in an unauthorised way. Staff members must limit access to personal information to those who have a genuine business need to know it. Those processing information will do so only in an authorised manner and are subject to a duty of confidentiality.

Play Place have procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

Who to Contact and Where to go for Further Information

Parents or young people who required further assistance should contact Rose Hennis at info@playplace.org to exercise any of their rights, or if they have a complaint about why information has been collected, how it has been used or how long we have kept it for.

Croydon's Early Years Funding Portal has a three tiers of security, an initial password, a verification code that has to be used within 5 minutes of issue and a final security question. All data is then imported into the Capita ONE system, with the data being stored securely off-site in London by our system controller, Capita

For more information about services for young children and privacy policies, please go to:

www.kent.gov.uk www.croydon.gov.uk www.bromley.gov.uk

The General Data Protection Regulation also gives the right to lodge a complaint with a supervisory authority. The supervisory authority in the UK is the Information Commissioner who may be contacted at <https://ico.org.uk/concerns> or telephone 03031 231113.

For further information about how the Department for Education uses your information:
To find out more about the pupil information we share with the DfE, for the purpose of data collections, go to <https://www.gov.uk/guidance/early-years-census>

To find out more about the NPD, go to <https://www.gov.uk/government/publications/national-pupil-database-user-guide-and-supporting-information>.

For more information about the DfE's data sharing process, please visit:

<https://www.gov.uk/data-protection-how-we-collect-and-share-research-data>

For information about which organisations the department has provided pupil information, (and for which project), please visit the following website:
<https://www.gov.uk/government/publications/national-pupil-database-requests-received>

To contact DfE: <https://www.gov.uk/contact-dfe>

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 to 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 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.