# Registration Form

|  |  |
| --- | --- |
| Requested Start Date  |   |
| Childs Forename  |   |
| Childs Middle Name  |   |
| Child’s Surname  |   |
| Known as  |   |
| Date of birth (or expected)  |   |
| Sex (if known)  |   |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Ethnic Origin  |   | Language spoken at home (First Language) |  |   |
| Religion / Beliefs (if applicable) |   | Second Language  |  |   |
|  |   |
| Collection password (all authorised contacts should be aware of this): |   |
|   |  |
| Does your child have a sibling(s) who will be attending First Steps Nursery on your requested start date? (If yes, please provide their name and date of birth)  |   |
|   |   |
| **Please be aware that First Steps Nursery only provide care to children of NHS staff** |
|  | Parent/Guardian 1 | Parent/Guardian 2 |
|  Please specify who works for  the NHS, their role and department |   |  |   |
| What is your relationship to the child? |  |  |  |
| Who has parental responsibility for named child? |  |  |  |
| Do you have any disability/accessibility requirements that we need to be aware of? |  |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
|   | Parent/Guardian 1  |  | Parent/Guardian 2  |
| Title/First Name  |   |   |  |
| Surname  |   |   |  |
| Pronoun |  |  |  |
| Address 1  |   | (If different)  |  |
| Address 2  |   |   |  |
| Town  |   |   |  |
| County  |   |   |  |
| Postcode  |   |   |  |
| Occupation  |   |   |  |
| Employers name  |   |   |  |
| Work Telephone  |   |   |  |
| Home Telephone  |   | (If different)  |  |
| Mobile No  |   |   |  |
| Email Address  |   |   |  |

 General Nursery correspondence will be sent via e-mail to both parents 1 and 2

Please list any other emergency contacts - These contacts will have permission to collect your child without prior notice from yourselves however we always encourage you to inform us of who is collecting your child each day if they are not regular collectors. Please ensure these contacts are aware of your collection password.

|  |  |  |
| --- | --- | --- |
| Named Contacts  | Relationship to Child  | Telephone  |
|   |   |   |
|   |   |   |

|  |  |  |  |
| --- | --- | --- | --- |
|   | Name  | Address  | Telephone number  |
| Child’s GP  |   |   |   |

|  |  |  |
| --- | --- | --- |
| Allergies (Please confirm that these have been diagnosed by a medical professional and attach confirmation of this)  | Dietary Preference (Vegetarian, Pescatarian, Vegan, Halal)  | Regular medication and reason required? |
|   |   |   |

|  |
| --- |
| Does your child have any Special Educational Needs and/or Disabilities? If so, please explain a little more about these so that we ensure that appropriate support can be put in place prior to your child starting with us. .  |
|    |

|  |
| --- |
| Are there any other agencies involved with your child? (E.g. Speech and Language, Early Years Complex Needs Service, Social Services, Paediatrician etc) If so, please given further details including their name and contact details.  |
|   |

Please tick all that apply ✓ -

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Parent in Armed Forces  |   | Entitled to 2-year old funding  |   | ‘Looked after’ child (e.g. adopted, special guardianship, fostered)  |   |

Immunisations

 Please tick all that apply ✓ -

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|   | 2 months  | 3 months  | 4 months  | 12-18 months  | 3-5 years  |
| Hib  |   |   |   | n/a  |  n/a  |
| Diphtheria  |   |   |   | n/a  |   |
| Whooping Cough  |   |   |   | n/a  | n/a  |
| Tetnus  |   |   |   | n/a  |   |
| Polio  |   |   |   | n/a  |   |
| Meningitis C  |   |   |   |   | n/a  |
| MMR  | n/a  | n/a  | n/a  |   | n/a  |

Bookings

Please tick your requested sessions ✓-

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Day / Sessions  | 7am-8am (inc breakfast)  | 8am-1pm (Morning)  | Lunch  | 1pm-6pm (Afternoon)  |
| Monday |   |   |   |   |
| Tuesday  |   |   |   |   |
| Wednesday  |   |   |   |   |
| Thursday  |   |   |   |   |
| Friday  |   |   |   |   |

|  |  |  |  |
| --- | --- | --- | --- |
| October 2023 Nursery Fees  | 0-2 years | 2-3 years | 3-5 years |
| Early session (7am-8am) to include breakfast  | 11.50 | 11.50 | 11.50 |
| Morning session (8am-1pm)  | 40.00 | 39.00 | 37.00 |
| Cooked Lunch  | 3.50 | 3.50 | 3.50 |
| Afternoon session (1pm-6pm)  | 40.00 | 39.00 | 37.00 |
| All day session (8am-6pm)  | 63.00 | 62.00 | 57.00 |
| Late collection charge - £20 per 15 minutes  | 20.00 | 20.00 | 20.00 |

|  |  |
| --- | --- |
| Please tick your preferred option ✓  | ✓ |
| In-house Salary Sacrifice Scheme (payment from gross salary resulting in tax/NI savings)  Please refer to note 1\* below before selecting this option |  |
| Childcare Voucher Scheme (payment from gross salary resulting in tax/NI savings) Please refer to note 1\* below before selecting this option  |  |
| \*NOTE 1 Maternity Pay will be affected if you continue with your Salary Sacrifice arrangement between weeks 15 to 25 of the pregnancy – this is the point to which your Maternity pay is calculated. However, you have the option to temporarily freeze your scheme payments for this period to maximize Maternity pay. Payment during this period will be automatically taken from your net salary. Please note that it is your responsibility to inform the Childcare Services Department prior to the 15th week of your pregnancy – failure to do this will reduce your Maternity pay. By ticking the box above, you are confirming that you have read and understood this message. |
| Payment from net salary (with no tax/NI savings incurred)  |  |
| Invoice |  |

Please find overleaf our full *‘Terms and Conditions’* (including further information on payment options and funding) – by signing this document you agree to have read and understood the Nursery terms and conditions (including funding) and [Privacy Notice](https://hub.exe.nhs.uk/easysiteweb/getresource.axd?assetid=195539&type=0&servicetype=1) as set out by the Royal Devon and Exeter NHS Foundation Trust Childcare Services Department.

**Terms and Conditions**

(Effective from October 2023)

# NURSERY PLACES AND BOOKINGS

First Steps Nursery is an in-house Early Year’s Education provision; we support patient care by enabling staff to work. In order to access a childcare place, at least one parent must hold an NHS contract. Bank staff must work regular shifts equal to their weekly childcare booking, e.g. one days’ care per week is one bank shift per week. Failure to work regular shifts may result in a childcare place being withdrawn.

A signed and fully completed Registration Form must be received by the Nursery before a place can be considered. Full and part time sessions must fit into the session times detailed on the Registration Form. Receipt of your form will be acknowledged by email and if a space is not immediately available, your details will be placed on our waiting list. Bookings will be offered and confirmed as soon as possible, when they become available, by e-mail. It is the responsibility of the parent to ensure that the setting has the most up to date e-mail address. We will attempt to meet individual needs with additional sessions wherever possible. Parents may enquire as to the availability of sessions and make appropriate arrangements with either the Nursery Manager or Childcare Services Manager.

Nursery bookings will remain in place until August 31st of the academic year before a child is due to start school. Bookings will then be automatically cancelled beyond this date. Any requests to extend bookings past this date will need to be put in writing and the decision will be at the discretion of the Nursery management team.

# DEPOSITS

We will require receipt of a deposit totalling one week’s fees and the signed and dated *‘Terms and Conditions’*, before we are able to confirm and secure your place. This includes core sessions and breakfast sessions. Your deposit will be fully reimbursed in your second months’ invoice. Should a Nursery place be cancelled by the parent / legal guardian, the deposit is non-refundable. If a booking is cancelled prior to your given start date, the deposit is non-refundable. If an agreed booking is not taken up in full, only a partial refund will be given, equivalent only to care taken up.

As an example:

* Deposit paid for 5 full days of care;
* Prior to start date, client decides to reduce booking to a 4-day a week booking;
* Deposit is refunded to equivalent of 4 days of care. The 5th (reduced) day of care is non-refundable.

Payment of deposits can be made via Cash Management by contacting the Payments Team via email at rduh.arenquiries@nhs.net or on **01392 403954**. In order to manage our occupancy and staffing, once we have received your registration fee and your place has been confirmed – a postponement of any agreed start date will only be available at the discretion of the Nursery management team. Delayed bookings will incur a 75% fee charge until the new start date commences.

If you are experiencing financial difficulties in paying the deposit, please contact a member of the Management Team.

# FEES AND PAYMENT

Our fees are based on a session rate that shall be notified to you in advance of your child starting at the Nursery. We may review these fees at any time and shall give notice of at least one month before any changes take effect. Fees must be paid on a monthly basis. Invoices are raised mid-month for the current month, with payment due within 3 weeks of date of invoice.

We calculate your monthly invoice using the following formula:

Weekly fee (including breakfast sessions);

Multiplied by 50 billable weeks (52 weeks per year minus 2-week holiday allowance);

Divide this total by 12 to give 12 equal monthly payments (annualised fees).

 \*Lunches are actuals, (not annualised) so these will be charged in full, monthly.

When a child joins the Nursery, one or both parents are asked to sign the registration form, accepting the standard *‘Terms and Conditions’* of the Nursery. The parent that signs the form will be considered by the Nursery as the ‘contracting parent’. The contracting parent is liable for the payment of the Nursery fees. Parents will be asked to indicate, when completing their registration forms, whether they wish to(a) join our in-house\* salary sacrifice scheme, (b) take a net deduction (no tax savings) or (c) be invoiced directly. Please see the salary sacrifice information for eligibility criteria. Monthly statements/invoices will be provided, detailing individual childcare bookings and costs.

If choosing to be invoiced directly, or if you are a non-Royal Devon University Healthcare NHS Foundation Trust employee who does not qualify for salary sacrifice, you will be invoiced for your care, where you can choose a variety of payment methods to make payment. Childcare Vouchers and Tax-Free Childcare can all be used as methods of payment via our Cash Management office or Debit/Credit card payments/BACS payments can be made using our ‘Be-Paid’ function on the *Blossom* app.

\*Please note that Statutory Maternity Pay (SMP) and Occupational Maternity (OMP) to which an individual may be entitled to will be affected if you continue with your Salary Sacrifice arrangement between weeks 15 to 25 of the pregnancy – this is the point at which your SMP and OMP is calculated. However, you have the option to temporarily freeze your scheme payments for this period to maximize SMP and OMP. Payment during this period will be automatically taken from your net salary. Please note that it is your responsibility to inform the Childcare Services Department prior to the 15th week of your pregnancy – failure to do this will reduce your SMP and OMP.

Please e-mail rduh.firststepsnursery@nhs.net to request further information regarding eligibility criteria for joining the salary sacrifice scheme.

Failure to make payment could result in your child’s Nursery place being terminated.

No request to increase a booking will be accepted where an account is in arrears.

First Steps Nursery offers several discounts, all of which are given after any funded hours are allocated.

A 5% discount will be given for full time attendance against the sessional cost of care. A 5% sibling discount will be given to the eldest child’s fees where two or more children are registered at the Nursery.

In the event that a child is entitled to both full time discount and sibling discount, 5% will be applied to the chargeable cost of care and another 5% to the balance thereafter.

Discounts are only applicable to the core sessions booked at the Nursery and do not apply to early sessions, extra sessions or any ad hoc bookings. However, a refund is available on any lunch fee cancelled with a minimum two weeks’ full notice.

Other than if we are in breach of these *Terms and Conditions*, all sessions booked must be paid for, regardless of whether or not the child attends. No core session refunds, nor breakfast session refunds, will be given for sessions missed due to holidays or sickness, (apart from the automatic two-week holiday allowance which is already calculated in your fee annualization). If you are late collecting your child from the Nursery, a late collection charge of £20.00 per 15 minutes will be imposed – this is at the discretion of the Nursery Manager or Childcare Services Manager.

If a child is frequently collected late, and following reminders from staff and late charges being added to invoices, there is a risk that your child’s Nursery place may be withdrawn.

# NURSERY CLOSURE

The Nursery will be closed on Christmas Day, Boxing Day and New Year’s Day and those Bank Holidays associated with these days, i.e. if Christmas Day, Boxing Day or New Year’s Day is on a Saturday or a Sunday, the relevant Bank Holiday(s) will be carried to Monday / Tuesday - full refunds will be awarded for these days. The Nursery will remain closed for all other Bank Holidays throughout the year and full charges apply for these sessions.

In the event that childcare is offered, accepted and then withdrawn by the Nursery for any reason, a full refund of any pre-paid childcare fees will be given. Please see the ‘Liability’ section for further details.

# ADJUSTING AN EXISTING BOOKING

Should you wish to increase or change your booking within the Nursery, please e-mail your request to rduh.firststepsnursery@nhs.net. Please note, all requests for ad-hoc sessions or changes to existing bookings are subject to availability.

If we are able to accommodate an increase to a booking and the change/start date is more than 8 weeks in advance, a deposit will be requested in order to reserve and secure your booking. Please note, a refund for any cancellation of ad-hoc sessions will only be awarded if one weeks’ notice is received. The Nursery requires one months’ full notice in writing should you wish to reduce your child’s booking – this includes breakfast sessions. Parents will receive a refund for lunches where 2 weeks’ notice is provided to the Nursery. Parents remain liable for fees throughout the notice period. All changes to Nursery bookings are made on a permanent basis; we do not provide short term changes to existing sessional care.

# CANCELLATION OF PLACE

The Nursery requires one months’ full notice in writing should you wish to cancel your child’s Nursery place for any reason. Parents remain liable for fees throughout the notice period. If a parent withdraws their child during this notice period, the fees shall still remain payable. Should a parent be made redundant or have their contract involuntarily terminated for any reason, and therefore leave the NHS, the Nursery will give the parent a period of three months’ notice in relation to the termination of the childcare place. Should a parent leave the NHS voluntarily, e.g. seek employment elsewhere, the Nursery will give the parent one months’ notice - First Steps Nursery is an NHS provision and therefore caters for children of NHS staff only. In the event that a child is in their final term at Nursery before starting school when a parent voluntarily leaves the NHS, their child may remain at the Nursery until the end of that term at the discretion of the Nursery Manager and any payment for this care would be invoiced. Please see the ‘Liability’ section for further details.

# LATE PAYMENT

We reserve the right to terminate a Nursery place with immediate effect through late payment of fees. In the event that an account held by an employee of the Trust falls into arrears and cash management recovery reminders have not been acknowledged, the Trust’s Cash Management Department reserve the right to deduct, with notice, direct from employee salary or instruct referral to a debt collection agency. By signing these *Terms and Conditions*, you are agreeing, in the event of overdue debts, to a full Consumer Credit Report including AML, to be undertaken by the Income Team and any Recovery Agent employed by that team.

# PERSONAL PROPERTY AND BELONGINGS

We cannot be held responsible for any loss or damage to children’s property. Every reasonable effort will be made by Nursery staff to ensure the children’s belongings are not lost or damaged. Please make sure your children’s clothes and belongings are clearly named, including shoes. Please do not send your child into Nursery with anything of high value.

# INSURANCE

As an NHS facility, our Insurance cover is incorporated within the Trust’s policy – full insurance details are on display in the Nursery Reception Area.

# BEHAVIOUR MANAGEMENT

The Nursery promotes inclusion and will always make reasonable adjustments to support a child’s developmental needs. Where necessary, we may seek advice from external agencies to support with this. If parents/carers choose not to give permission for us to engage with this support and/or if all reasonable adjustments have been made and the Nursery Manager considers the child’s needs a risk to themselves or others, we may require them to reduce their sessions, withdraw or remove their child from the Nursery.

We will not tolerate Nursery staff or other service users being spoken to/about in an abusive or threatening manner by parents or carers. Such behaviour may result in the termination of a Nursery place. The setting operates in accordance with the Trust *Values and Behaviours* which are displayed in the main Reception area.

# COMPLAINTS

We would hope that all issues of concern could be dealt with through positive and open ‘channels of communication’ between the parent and the Nursery management team. In the event that parents have not received a satisfactory response to their complaint, they may refer to the Trust’s Complaints Policy or contact OFSTED to initiate further investigation (contact details are on display in the Nursery Reception Area). In accordance with OFSTED requirements, complaints will be dated and recorded in the Complaints Folder held in the Reception Area.

# LIABILITY

We accept no responsibility for any loss suffered by parents/carers, arising directly or indirectly as a result of:

* non-admittance of your child to the Nursery due to sickness, holidays and Bank Holidays and;
* for children whilst in their parents care on Nursery premises, i.e. during arrival or pick up times.

We will not be liable to parents and / or children for any:

* economic loss of any kind;
* damage to the child’s or parent’s property;
* loss resulting from a claim made by any third party and;
* special, indirect or consequential loss or damage of any kind.

We will make reasonable endeavours to keep parent’s and / or children’s property in good order. Liability for damage of such property is excluded.

First Steps Nursery will not be liable if it is delayed or prevented from performing its obligations under this Agreement due to *Force Majeure*, provided that it:

* promptly notifies you of the *Force Majeure* event and its expected duration; and
* uses reasonable endeavours to minimise the effects of that event.

*Force Majeure* means an event or a sequence of events which First Steps Nursery cannot influence or control and which prevent or delay First Steps Nursery from providing the Service under this Agreement. These events can include ‘acts of God’, war, riot, civil commotion, terrorist attack, compliance with any law or government order (local and national), fire or a pandemic of any disease.

# ACCIDENTS/ ILLNESS/ALLERGIES

We reserve the right to administer basic First Aid treatment when necessary. Parents will be informed of all accidents and will be required to sign an accident form. For accidents of a more serious nature, involving hospital treatment, all attempts will be made by the Nursery to contact the parents/carers but failing this, we are hereby authorised to act on behalf of parents and authorise necessary treatment. In order for medicines to be administered we require parents to complete a ‘Medicine Consent Form’ and ensure that any prescription medicines are prescribed specifically for their child, in date and in the correct packaging with their child’s name on the item.

We will ask parents to withdraw their child from Nursery, if we have reasonable cause to believe that they are, or maybe suffering from, or have suffered from, any contagious disease/infection and there remains a danger that other children or staff at the Nursery may contract such a disease/infection. We accept no responsibility for children contracting contagious diseases/infections. The Nursery will refer to <https://www.gov.uk/government/publications/health-protection-in-schools-and-other-childcare-facilities/managing-specific-infectious-diseases-a-to-z> regarding incubation and exclusion periods for children attending the Nursery, obtaining advice from the Trust’s Infection, Prevention and Control (IPC) Department where necessary.

Please note – the Trust may implement enhanced measures in the event of an outbreak, alongside advice from Public Health England. These enhanced measures will be communicated to service users as soon as possible which may result in a temporary change to isolation guidance. Parents are required to inform the Nursery if their child is suffering from any illness, sickness or allergies before attending Nursery. All sessions that cannot be attended due to child sickness remain subject to full payment of fees.

If a child is suffering from diarrhoea and/or vomiting they will not be able to return to the Nursery until they have been clear of symptoms for 48 hours. Any child receiving new antibiotics cannot return to Nursery for at least 24 hours in case of any reaction to the medication. When a child arrives with a noticeable injury that has been obtained whilst outside of the Nursery, we are obliged to request you complete an ‘Incident at Home Form’ before leaving your child in our care. This is in line with the Trust’s Safeguarding Policy and OFSTED guidelines. We have a realistic attitude to the needs of working parents, but we reserve the right to contact parents if their child becomes ill during Nursery hours and request that they are collected promptly.

Parents are requested to inform the Nursery of any food, medical, or any other circumstances that may result in a medical treatment plan being implemented. Parents must provide details, in writing, of the condition and must continue to inform the Nursery of any changes / progress, in writing, when they become aware. Parents are requested to update the Nursery of any changes to information held with regard to their child. The Nursery have the right to postpone any childcare booking until relevant training/staffing is arranged to ensure appropriate care needs/support can be safely implemented.

**If a child’s dietary requirements change without prior warning, you may be requested to supply your child with appropriate food to meet their needs for the initial 2- week period following this change, to allow the setting to source adequate supplies.**

# SECURITY

Under no circumstances will any child be allowed to leave the Nursery with any unauthorised person(s). If a parent has made alternative arrangements for their child to be collected the Nursery will require their full name and they must be aware of the security password on our system. A list of responsible adults who are authorised to collect the child should be made known on

the relevant section of the Registration Form. By adding a contact to a child’s *Blossom* account, parents are accepting that this contact will be authorised to collect their child from Nursery at any point, providing they meet the security requirements (recognised by setting/ID/password).

# AGREEMENT

By signing this document, I confirm that I have read the information detailed above and agree to the terms and conditions as set out by the Royal Devon University Healthcare NHS Foundation Trust First Steps Nursery.

By signing these terms and conditions, I understand that data will be stored on the *Blossom* Nursery management system in line with our privacy policy. I am able to opt out of media (photos/videos) of my child being added to this system, however, I understand that my child’s attendance at First Steps Nursery is dependent on their information being inputted into this system. First Steps Nursery reserve the right to retract or decline a child’s Nursery place should this agreement not be upheld.

|  |  |
| --- | --- |
| **Parents Full Name:**   | …………………………………………………………………………………………………. |
|  **Signature:**  | ………………………………………………………………………….……………………… |
|  **Date:**    | …………………………………………………………………………………………………. |

**Appendix 38 FIRST STEPS NURSERY STANDARD OPERATING PROCEDURES**

**‘FIRST STEPS NURSERY PRIVACY POLICY’**

This Privacy Notice explains what information we collect about you and your child, how we store this information, how long we retain it and with whom and for which legal purpose we may share it.

The Trust also publishes a number of specific notices which are available at the bottom of this page.

To find out more about our Privacy Notice, please select the relevant hyperlink below:

**Who we are?**

**Why we collect personal information about you?**

**What is our legal basis for processing your personal information?**

**What personal information do we need to collect about you and how do we obtain it?**

**What do we do with your personal information and what we may do with your personal information?**

**Who do we share your personal information with and why?**

**How we maintain your records?**

**What are your rights?**

**Who is the Data Protection Officer?**

**How to contact the Information Commissioners Office**

**Who we are?**

First Steps Nursery is an employer provided day care Nursery based at the Royal Devon and Exeter NHS Foundation Trust (RD&E). The Nursery caters for 130 children per day and supports NHS staff to meet their work commitments.

First Steps is registered and inspected by OFSTED it holds an ‘Outstanding’ rating and has gained a reputation for the delivery of high-quality childcare. First Steps employs 55 staff.

As part of the Trust, First Steps is registered with the Information Commissioner’s Office (ICO) to process personal and special categories of information under the Data Protection Act 2018 and our registration number is Z5368894

For further information please refer to the ‘Information Governance’ page on the Trusts HUB site

**Why we collect personal information about you and your child?**

Legal obligation. Requirement of statutory framework – Early Years Foundation Stage (EYFS) 2023 and the Childcare Register 2016

The staff caring for your child will need to collect and maintain information about their development, health and contact details so that we can work in partnership with parents to maximise the individual learning and development needs of every child in our care. This personal information can be held in a variety of formats, including paper records and electronically on computer system.

**What is our legal basis for processing personal information about you and your child?**

**Legal obligation**: the processing of personal information is necessary for us to comply with the law. DfE legal requirement within the Early Years Foundation Stage statutory guidance (EYFS), OFSTED (Early Years Inspection Handbook) and requirement of the Childcare Register 2016.

**Consent**: We must gain clear consent from the parent/carer to process their child’s personal data for a specific purpose.

**Contractual Necessity**: Data processing is necessary within the contract held with the local authority to meet children’s needs

**Vital Interests**: Data must be gathered to protect children from harm whilst in our care.

For further information on this legislation please visit: www.legislation.gov.uk

**What personal information do we need to collect about you and how do we obtain it?**

Personal information about you and your child is collected in a number of ways. This can be from details on registration forms, salary sacrifice application forms, learning and development records (including use of the online Blossom Education Nursery programme), local authority funding forms, external health care agencies, details from other settings your child may attend or move from, signed personal information updates directly from you or your authorised representative.

As a user of the childcare service and a parent we will hold the following basic personal information about you: your name, address (including correspondence), telephone numbers, your email address, marital status, occupation, place of work and preferred name or maiden name ([Blossom Privacy Notice](https://blossomeducational.com/wp-content/uploads/2016/12/BE-Privacy-Policy.pdf)).

In addition to the above, we may hold sensitive personal information about you which could include:

• Your payroll number, your contractual hours, your national insurance number, your salary (this is a HRMC requirement for the provision of employer provided salary sacrifice schemes, childcare voucher schemes) Sodexo Privacy Notice

• Your financial and payments record with us

• Your religion and ethnic origin

• Whether or not you are subject to any protection orders regarding your health, wellbeing and human rights (safeguarding status).

In order to meet our legal obligation, we will hold and record personal information about your child which we may have to share with other agencies this could include.

* Accident and incident recording, including pre-existing injuries (Safeguarding)
* Medical Administration and necessary procedures
* Attendance Register
* Child Information – Allergies, dietary requirements.
* Complaints log (OFSTED requirement)
* Written contract and agreement (our terms and conditions)
* Permission and consent forms
* Learning and Development information about your child
* Local Authority funding form – contractual obligation with LA to obtain EY funding (Devon County Council Privacy Notice)
* Safeguarding Record forms – EYFS 2023/Keeping Children Safe in Education 2023 and Devon Safeguarding Children Partnership
* Policies and Procedures – signed acknowledgement from parents obtained
* Visitor Log
* Concerns about a child/parent
* Contract termination details and onward setting details

**What do we do with your personal information?**

We will use the data we collect to care for your child both legally and safely working in partnership with parents to maximise individual learning and development opportunities for every child.

**What we may do with your personal information**

We may use your personal information to review the service we provide to ensure it is of the highest quality and is

* Meeting the needs of the children in our care.
* Meeting the service remit to support NHS staff with their childcare needs and enable them to come to work.
* Meeting the financial budget targets set by the Trust

**Who do we share your information with and why?**

We may need to share relevant personal information with other external agencies. For example, we may share your child’s information for safeguarding purposes, health purposes or educational purposes with authorities such as Devon County Council, Early Years, Children and Family Health Devon, Children’s Centre’s Public Health England, General Practitioners (GPs), Health Visitors, Speech and Language Therapists, Early Years and Complex Needs Service, Multi Agency Safeguarding Hub (MASH), Single Point of Access Pathway. We may also need to share information with other external agencies contracted to provide services in order to support your child’s developmental needs.

However, we will not disclose any information to third parties without your explicit consent unless there are circumstances, such as when the health or safety of others is at risk or where current legislation permits or requires it.

There are occasions where the Trust is required by law to share information provided to us with other bodies responsible for auditing or administering public funds, in order to prevent and detect fraud.

There may also be situations where we are under a duty to share your information, due to a legal requirement. This includes, but is not limited to, disclosure under a court order, sharing with Office for Standards in Education, Children’s Services and Skills (OFSTED) for inspection purposes, Social Services, MASH, the police for the prevention or detection of crime or where there is an overriding public/personal interest to prevent abuse or serious harm to others and other public bodies (e.g. Domestic Abuse, Proof of Professional Status, HMRC for the misuse of public funds in order to prevent and detect fraud).

For any request to transfer your data internationally outside the UK/EU, we will make sure that an adequate level of protection is satisfied before the transfer.

First Steps is required to protect your personal information, inform you of how your personal information will be used, and allow you to decide if and how your personal information can be shared. Personal information you provide to First Steps in confidence will only be used for the purposes explained to you and to which you have consented. Unless, there are exceptional circumstances, such as when the health or safety of others is at risk, where the law requires it or there is an overriding public interest to do so.

**How we maintain your records**

Your personal information is held in both paper and electronic forms for specified periods of time as set out in legal requirements of the Early Years Foundation Stage 2017 and the Childcare Register 2016.

We hold and process your information in accordance with the Data Protection Act 2018 as amended by the GDPR 2016, as explained above. In addition, everyone working for the NHS must comply with the Common Law Duty of Confidentiality and various national and professional standards and requirements.

We have a duty to:

* maintain full and accurate records of the care we provide to your child;
* keep records about you and your child confidential and secure;
* provide information in a format that is accessible to you.

**Use of Email -** We provide the option to communicate with parents via email. Please be aware that the Trust cannot guarantee the security of this information whilst in transit, and by requesting this service you are accepting this risk.

**What are your rights?**

If we need to use your personal information for any reasons beyond those stated above, we will discuss this with you and ask for your explicit consent. The Data Protection Act 2018) gives you certain rights, including the right to:

* Request access to the personal data we hold about you and your child.
* Request the correction of inaccurate or incomplete information recorded in our records, subject to certain safeguards.
* Refuse/withdraw consent to the sharing of your child’s records: Under the Data Protection Act 2018 (subject to parliamentary approval), we are authorised to process, i.e. share your child’s records ‘for the management of educational systems and services. Your consent will only be required if we intend to share yours or your child’s information beyond these.
* purposes, as explained above (e.g. developmental needs, safeguarding). Any consent form you will be asked to sign will give you the option to ‘refuse’ consent and will explain how you can ‘withdraw’ any given consent at a later time. The consent form will also warn you about the possible consequences of such refusal/withdrawal.
* Request yours or your child’s personal information to be transferred to other providers on certain occasions.
* Object to the use of yours or your child’s personal information: In certain circumstances you may also have the right to ‘object’ to the processing (i.e. sharing) of yours or your child’s information where the sharing would be for a purpose beyond your care and treatment (e.g. as part of a local/regional data sharing initiative). This so called ‘‘Data Opt-out’

initiative, developed by Dame Fiona Caldicott, is set to commence in 2018 and conclude in March 2020. Further information can be found on the following website: https://digital.nhs.uk/national-data-opt-out

* We will always try to keep your information confidential and only share information when absolutely necessary.

If you wish to raise a complaint on how we have handled your personal data, you can contact our Data Protection Officer who will investigate the matter.

**Data Protection Officer**

Please contact the Information Governance Manager:

Information Governance Team

Wonford Hospital

Barrack Road

Exeter

EX2 5DW

Or via rduh.dpo@nhs.net

**Information Commissioner’s Office**

The Information Commissioner’s Office (ICO) is the body that regulates the Trust under Data Protection and Freedom of Information legislation. https://ico.org.uk/. If you are not satisfied with our response or believe we are processing your personal data not in accordance with the law you can complain to the. ICO at:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Tel: 0303 123 1113 (local rate) or 01625 545 745 if you prefer to use a national rate number

Fax: 01625 524 510

Email: casework@ico.org.uk

**Office for Standards in Education Children’s Services and Skills (OFSTED)**

If you wish to make a complaint direct to OFSTED contact –

OFSTED at Piccadilly Gate, Store Street, Manchester. MR2WS

Email – enquiries@ofsted.gov.uk

Telephone – 0300 123 1231

 First Steps Nursery Funding Model

**2-year-old funding**

This funding is available to some 2-year-old children (up to 15 hours per week) from the term after their second birthday. This funding is available to parents that meet a set-criteria. Parents can either apply online via the [local authority](https://www.devon.gov.uk/educationandfamilies/early-years-and-childcare/childcare/golden-tickets) website or would be contacted directly by them.

**15 hours funding (3 and 4-year-old) – also referred to as universal funding**

This funding is available to all 3 and 4-year-old children (up to 15 hours) from the term after their third birthday.

**30 hours funding (3 and 4 years old) – also referred to as extended entitlement**

This funding is available to some 3 and 4-year-old children (an additional 15 hours to the universal offer to total 30 hours) from the term after their third birthday. This funding is available to parents that meet a [set-criteria.](https://www.gov.uk/30-hours-free-childcare?step-by-step-nav=f517cd57-3c18-4bb9-aa8b-1b907e279bf9)

**Funding model**

The funding model used by First Steps Nursery is term time only or 38 weeks of the year. This means that the hours requested by the parent per week will be claimed over 38 weeks of the year. As we are a provider that is open all year round we annualise our care fees (divide equally over 12 monthly payments) charging for 50 weeks of the year. The remaining 2 weeks of the year is not charged to allow for a 2 week holiday entitlement. Any funding claimed is also annualised alongside your care fees to allow for equal monthly payments. Lunches and any extra curricular charges (i.e trips etc) are not annualised but charged as ‘actuals’ – As the funding is claimed for 38 weeks of the year only, this will leave a surplus that will be charged to the parent. For example:

A parent accessing 30 hours funding will be entitled to 1,140 hours free care per year (30 hours per week x 38 funded weeks of the year). These hours will be awarded monthly at 95 hours per month (1,140 annual funded hours / 12 months of the year). Hours of care over and above what is funded will be charged.

Please note – **We do not offer a ‘stretched funding’ offer**. Requested funded hours must match at least the child’s care i.e. to claim 30 hours funding at the Nursery, the child must attend at least three days per week (8am to 6pm – 10-hour session x 3 days). If the child only attends Nursery for 10 x hours per week, this is the maximum weekly hourly equivalent of funding that you will be able to claim for your child.

The funding covers core sessional care only – it does not include early session care and Nursery lunch costs; these items are chargeable in full all year round.

Any hours funding not accessible at the Nursery by the parent, can either be used by either increasing your care requirements at the Nursery (subject to availability) or by claiming the hours at another provider. Funding can be split across more than one provider if necessary.

**Early Years Pupil Premium**

The Early Years Pupil Premium (EYPP) is additional funding for early years providers to improve the education they provide for some three- and four-year-olds.

All parents will be contacted via e-mail approximately 6 weeks prior to the 3/4 year funding becoming available and each term thereafter – full details on the funding will be sent together with how to access it. Also, included in this e-mail will be details on the Early Years Pupil Premium.