

First Steps Registered Day Nursery
CONTRACT

(Nurseries must be registered with the Care and Social Services Inspectorate Wales (CSSIW).

Please Complete and return the contract to the nursery, where the relevant pages will be photocopied and returned to you for safe keeping. All policies have been duplicated in your parent information pack.

Address of Day Nursery: First Steps Day Nursery, The Croft, Alltami Road, Buckley, Flintshire, CH7 3PG.

Nursery Tel No: 01244 547990

Nursery Mobile: 07584178701

Local Day Nursery Regulating Body: Care and Social Services Inspectorate for Wales (CSSIW) Government Buildings, Sarn Mynach, Llandudno Junction. LL13 9RZ. Telephone no: 0300 062 5609

Nursery registration No:

Public Liability Insurance Company:

Policy Number:

Name of Child: Sex:

D.O.B: Religion:

Culture: 1st Language:

Name of parents/ Guardians

Family Address:

Home Telephone No:

Who will bring/collect the child? :

Any Particular needs (ie: special diet, allergies etc.)

Retainer/Deposit: £25.00 (to secure place) (non - returnable)

Deposit Paid: Start Date:

Manager's Signature:

Parent/Carer Signature:

Date of commencement of full contract:

Contracted Hours: from to

Monday		
Tuesday		
Wednesday		
Thursday		
Friday		
Saturday		

Early Years
'Exclusion Policy'

Parents will be telephoned if their child becomes unwell whilst in our care. It is important that when initially registering with the Nursery, that you leave us with alternative contact telephone numbers that we can call, should you be unavailable to come to collect your child.

Any child who becomes unwell will be made comfortable and encouraged to rest. The child's temperature will be taken, and if raised the child will be offered plenty of water to drink. Staff members are not allowed to remove all clothing, but clothing can be reduced if a child appears hot (ie: jumper, cardigan etc.)

If a child is giving considerable concern, and their parents cannot be contacted, they will be taken to the nearest accident and emergency department, by ambulance if necessary, with a member of staff, and the child's registration details.

PARENTS ARE REQUESTED NOT TO BRING THEIR CHILD/CHILDREN TO NURSERY IF THE CHILD APPEARS TO BE UNWELL OR IS SHOWING SIGNS OF AN INFECTIOUS DISORDER.

Examples of Infectious Disorders

Cold Sores
Impetigo
Conjunctivitis (sticky eyes)
Head Lice
Chickenpox
Measles
Pertusis (Whooping Cough)
Infected Cuts
Vomiting
Diarrhoea

Your cooperation in this matter will be greatly appreciated. This prevents the spread of infections from one child to another.

Children who are unwell do require individual attention and the staff are not able to give this for a prolonged period of time.

First Steps Day Nursery
Exclusion Policy

First Steps Day Nursery cannot accept responsibility for the care of sick children, who should be kept at home if displaying the following symptoms:

1. Oral Temperature of 37.8c
2. Stomach upset with vomiting or diarrhoea
3. Any Communicable condition or undiagnosed rash
4. Sore or discharging eyes or ears

We reserve the right to refuse admission if a child is unwell.

If a child becomes sick whilst in the Nursery, parents will be contacted immediately.

Only upon receipt of your written instructions are we able to administer prescribed medicines, but not proprietary medicines.

Parents will be asked to complete a medication consent form. An example of this form can be found overleaf.

Medication Consent Form

I..... (name of parent/guardian)

Give consent for my child.....(name of child)

To receive.....(name of medication)

At First Steps Day Nursery.

Medication information required:

Date of expiry.....

Possible Side effects.....

Dosage to be given.....

Time of last dose at home.....

Frequency of doses.....

Reason for medication.....

Signature of parent/carer:.....

Date	Time	Dose	Administered by:	Staff Signature	Parent's/ carer's Signature

First Steps Day Nursery

Immunisation Check

**Diphtheria, Polio, Tetanus, Whooping Cough, & 1ST Pneumo?
2 months yes / no**

**Diphtheria, Polio, Tetanus, Whooping Cough, Hib/Men C & 2ND
Pneumo?
3 months yes / no**

**Diphtheria, Polio, Tetanus, Whooping Cough, Hib/Men C?
4 months yes / no**

**Measles, Mumps, Rubella (MMR) & 3rd Pneumo?
12 - 18 months yes / no**

**Diphtheria, Tetanus, Polio?
3 - 5 years yes / no**

ARRANGEMENTS IN CASE OF AN EMERGENCY:

**A member of staff has permission to ring for an ambulance or take
your child to hospital? Yes / no**

**(Please be assured that parents/carers will be notified immediately
should there be any cause for concern regarding your child's health or
wellbeing, and your child's completed registration form will also
accompany them.**

First Steps Day Nursery

Collection Policy

Any change in the identity of the person collecting your child from First Steps private day Nursery must be notified in writing in advance, unless you have introduced that person to the Nursery Manager or a senior member of staff.

If a different or unknown person is to collect a child, and the parents have not informed the nursery of this, then the parents' permission must be obtained before handing over the child.

We recommend that a password is given to both a senior member of staff and the person collecting the child for further security.

All staff should be aware that some children are not allowed to come into contact with members of their own family. In such circumstances, a register is kept of each child, and the names of those family members with whom the child is forbidden contact. If one of these family members should call at the nursery they must not be granted access and an authorised person must deal with the situation and ensure that no contact is permitted. The child's primary carer must be informed of the incident immediately thereafter.

No-one under the age of 16 years will be allowed to collect any child.

Answering the door

In order to maintain optimum security, the door is only to be opened by an established member of staff who can identify parents/carers collecting their children.

We ask parents/carers not to let visitors into the building without a member of staff having first identified them.

All visitors are to sign the visitors book on arrival.

First Steps Day Nursery

Procedure when a child is not collected or when a child goes missing

In the event of a parent/guardian or designated person failing to collect a child, we will contact that person as soon as possible. If none of these people can be contacted, then the emergency person should be contacted. If all attempts to contact a parent/guardian, designated person or emergency contact fail, the person in charge at the Nursery will inform the local authority duty social worker of the situation without delay.

In the event of a child going missing from the Nursery or being lost on an outing from the Nursery, the person in charge will call the police with all the relevant information to help in their investigations.

A copy of the form that would be completed can be found overleaf.

First steps Day Nursery
**Procedure when parents/guardians fail to collect a child
or when a child goes missing.**

TO BE COMPLETED BY THE REGISTERED PERSON IN CHARGE (OR DEPUTY)

Name:

Address:
.....

Telephone number:

(Delete as appropriate)

The following child has not been collected

The following child has gone missing

Name of child

Address of child.....
.....

Tel. No:

Name of Parent/guardian

FOR CHILD NOT COLLECTED:

Date and time child should have been collected:

Name of person who should have collected the child:

The person is the parent/guardian/emergency contact (delete as appropriate)

FOR CHILD GONE MISSING:

Date, time and location of disappearance

.....
.....

Who was responsible for caring for the child at the time he/she disappeared

 What was the child wearing

 Any distinguishing features

 Circumstances surrounding the disappearance

 Duty social worker informed for child not collected (Date/time)

 Parents contacted
 What happens next

 Signed by the registered person or deputy Date

First Steps Day Nursery

Policy on Equal Opportunities

As a member of the National Day Nurseries Association and Wales PPA, we are fully committed to the active promotion of equal opportunity for all children and families in the Nursery.

'Equal opportunities' does not mean treating everyone the same. This policy is intended to provide and maintain the quality of opportunity for all children and parents/carers and staff within the Nursery and will reflect their needs:

- Advertising the Nursery
- Admissions
- Employment
- Parent's/Carer's role in the Nursery
- Children in the Nursery
- Resources

Advertising in the Nursery

The Nursery will ensure that everyone in the community has access to information about the Nursery. This will be done by informing the local Health Visitor about the Nursery, so that the information can be passed on to parents/carers, and adverts placed generally within the community.

Admissions

The Nursery will be open to every family in the community.

The individual needs of each child and family wishing to join the Nursery will be considered.

A first come, first serve basis will not be adhered to rigidly.

First Steps Day Nursery

Behaviour and Discipline Policy

Good behaviour and discipline are essential to ensure the smooth running of the Nursery. The foundation is provided for the development of morals and values whilst advocating acceptable behaviour in children.

Adults involved in the Nursery are aware of their role in promoting acceptable behaviour and will:

- Act as a good role model by showing consideration, respect and good manners to and for others, particularly the children.
- Provide a social environment where activities are stimulating and appropriate for the developmental stage of the children.
- Understand age/stage appropriate behaviour.
- Encourage children to develop self-discipline.
- Be positive, constructive and fair, rewarding and praising good behaviour.
- Be able to differentiate between deliberate and accidental occurrence.
- Be aware, there may be underlying problems when unacceptable behaviour occurs.
- Use appropriate language and establish eye contact when talking to the children.
- Work with Parents and Carers to promote and encourage acceptable behaviour.
- Always respect confidentiality.

CHILDREN WILL NEVER BE SMACKED, SHAKEN, HUMILIATED, RIDICULED, THREATENED, LEFT IN ISOLATION OR MADE TO FEEL UNWANTED OR UNDERVALUED.

First Steps Day Nursery

Behaviour / Bullying Policy

At this registered day care setting, we try to create an environment which encourages acceptable standards of children's behaviour.

All children will at some time present with behaviour, which may not be appropriate or desired. This is all part of how children develop and how they learn to express themselves and to take their place in society.

The children's day is planned and they are kept busy with appropriate play and learning tasks, according to their age and abilities. (Children can always rest/sleep if needed, their day is flexible). All children are carefully supervised, with the correct adult to child ratios being maintained, as directed by the Care and Social Services Inspectorate for Wales (CSSIW).

Your child's 'key worker' will make every effort to get to know him/her and to commence developing a professional/carer's relationship. With this in mind, it is hoped that your child will very quickly realise that he/she does have a consistent adult whom they can always rely on and relate to.

With the close supervision that is practiced, we are able to distract any child who appears to be presenting with behaviour which is not desired. If distraction and discussion does not work, then the child will be removed from the group for a short period of time ('Time out'), but still kept on the parameters with his/her key worker until they have calmed down. At all times, he/she will be in the same room as his/her peers and able to see them a short distance away. (This only occurs when discussion and distraction fails and children are going to be hurt).

At no time will a child be shouted at, humiliated, embarrassed, or physically or emotionally handled in an inappropriate way.

We prefer to keep the children busy, plenty of smiles, plenty of verbal rewards in an environment where they feel physically and emotionally secure.

The child's parent/carer will always be informed if their child is persistently misbehaving. By talking with the parents, we hope to work in partnership for the welfare of the child, giving consistency in care.

Only in extreme cases where a child displays continual disruptive behaviour and all attempts to stop disruptive behaviour have been exhausted, we reserve the right to exclude the child from this Nursery, if behaviour does not improve.

First Steps Day Nursery

Child Protection Procedure

The welfare of all children is paramount and as a registered day nursery I have a duty to protect children in my care at all times.

All accidents and incidents are recorded individually, which parents are expected to sign to ensure that they have been notified. Once complete, the form will be kept in the child's personal record folder in a secure cabinet.

Anything that cannot be satisfactorily explained or that gives me any cause for concern, I have a duty to report to the child protection officer.

I do not approach parents if I suspect any form of sexual abuse.

I may seek advice from a CSSIW inspector or an NCMA co-ordinator.

Local Numbers:

Duty Officer, Social Services	01352 701000
CSSIW Inspector (Children's Day Care)	01352 707900
NCMA Co-ordinator	01978 314433
NSPCC	01978 362383

First Steps Day Nursery
Child Protection Statement and Policy

This policy and accompanying statements are in conjunction with the 'All Wales Child Protection Procedures' and are based on work and the key principles with children and families, found in the children Act 1989, UN Convention on the Rights of the Child and Working together to Safeguard Children.

All agencies and this includes registered Day Nurseries, have professional obligations towards contributing to whatever actions are needed to safeguard the child to promote his or her welfare.

An exchange of relevant information between professionals is essential in order to safeguard children.

In order to comply with the requirement to work in partnership with other professionals to safeguard children, we are obliged to discuss any concerns we may have, regarding child protection issues or neglect.

The registered person will usually discuss any concerns with regard to neglect, physical, social and emotional concerns with the parent first, in a professional and confidential manner. Any concerns will be accurately recorded in an Incident Form.

In certain circumstances it may be appropriate to make the referral immediately to the Area Child Protection Team.

Informing parents/carers of the above requirement is expected of all professionals who work with children, and is in line with The Childminding and Day Care Regulations (Wales) 2002 and The National Minimum Standards for Full Day Care.

- A) In the nursery we have the correct Adult to Child ratios.
- B) Staff members do not work alone.
- C) Active staff supervision is an ongoing process.
- D) Named staff members have completed Child Protection Training.
- E) Children are allocated to Key Workers.
- F) Children are only released into the care of a known adult.
- G) We adhere to our confidentiality policy unless we have paramount concerns, regarding a child's welfare.
- H) We have a written procedure which is required to be followed, in the event of an allegation of abuse being made against a member of staff or volunteer.

I have read and understood the child protection policy and terms:

Signed

Date

First Steps Day Nursery

Conditions

To maintain a high quality of care within the Nursery, and for the protection of your child, these conditions will apply to parents:

- All reserved places must be paid for, including holidays, times of sickness or any other absences.
- The Nursery must be informed if a child will not be attending on his or her booked days.
- There will be no refund of fees and alternative sessions cannot be substituted.
- The Nursery closes at 6:00pm. If a child is not collected by 6:00pm, there will be an additional charge.
- The nursery reserves the right to refuse further care for a child if fees remain outstanding for more than 1 month.
- The Nursery will not be held responsible for the loss of any unlabelled clothes or shoes.
- The Nursery will not be held responsible for the loss or damage of any toys or small objects brought from home. Parents will be held responsible for any incident which may occur, that involves personal toys and objects from home.

I have read, understood and agree to abide by these conditions.

Parent/Carer Signature:

Complaints Procedure

As a member of the National Day Nurseries Association, Investors in People and Wales PPA, the nursery aims to enhance the development, care and education of pre-school children by encouraging parents to understand and provide for their needs through high quality day care.

The Nursery offers a warm welcome to all children and families, and by working in partnership with parents/carers and children are entitled to expect courtesy and prompt attention to their concerns and wishes.

Making Concerns Known

Any parent/carers who is uneasy about any aspect of the Nursery's provision, should talk over any worries and anxieties with the proprietor.

If there is no satisfactory outcome within two weeks, or the problem recurs, the parents/carers should:

- Put the concerns or complaint in writing
- Request a meeting with the Nursery proprietor
- Have a friend or partner present for both parent/carers/supervisor
- Have a written record of the discussion made and agreed

Most problems should be resolved informally at this stage.

If the parent/carers is not satisfied that the problem has been sorted, the parent/carers should contact: Care and Social Services Inspectorate Wales (CSSIW) at: CSSIW Government Buildings, Sarn Mynach, Llandudno Junction. LL31 9RZ. Tel: 03000625609

A copy of the complaints form can be found overleaf.

First Steps Day Nursery

Complaints Form

Name of complainant and contact details:

Nature of complaint:

Date and time of complaint:

Action taken in response to the complaint:

Result of complaint investigation:

Information given to the complainant:

CSSIW Informed:

First Steps Day Nursery

Policy on Photography

Upon having a child accepted at the nursery, the parent/carer with whom the nursery contracts is asked to agree to the child being photographed on occasion by a member of staff or individual validated by the nursery. This enables the nursery to proceed with the taking of photographs for publicity shots (newspaper articles) special occasions (parties, Christmas etc) and Nursery activity display boards.

Every parent has the right to refuse this request, in which case the child should not be photographed by any member of staff, by a parent, or by any outsider without the express permission for that occasion of the parent/carer with whom the nursery has a contract.

While pictures of children may be used as part of the publicity for the nursery, no pictures of the children will be made available to anyone in digital form.

Where pictures are made available to the press or television, they will not be released with the names of the child unless the contracting parents/carers give express permission for this to be done.

Where pictures are taken of the whole nursery, the parents of children who have opted out of having the child photographed will be contacted to allow them to rescind their decision.

Pictures of the children may be used on the Nursery Website, but only with written parental consent.

Infant Feeding / Comforter Policy

The department of health's recommendations remain as follows, to reduce the risk of gastro enteritis in babies:

1. Babies fed on modified infant formula milks should have their feeds made up fresh before required, in pre-sterilised bottles, this includes teats and bottle tops. Bottles must be freshly prepared as long as the infant formula is pre-measured (at home by parent/carer) to suit individual needs. (In any early years, setting all individual bottles should have name labels on them).
All feeding equipment and dummies should be sterilised using a recommended infant feeding sterilising system, for the first year of life.

2. Feeds are to be made up using cooled boiled water (that is still hotter than 70°C. In practice this means that water has been boiled and left to cool for no longer than half an hour. (Bacteria can multiply rapidly at room temperature, and can even survive in the fridge, so storing made up formula milk for any length of time increases the chance of a baby becoming ill, and should therefore be avoided). Sterile 'ready to feed' cartons are also acceptable, but once opened must be treated as fresh.
3. For babies in half-day care, parents can prepare feeds at home and cool in the fridge before transporting it in a cool bag. It should be placed in the fridge upon arrival at the setting, and used within 4 hours.
4. Any feed not used should be discarded (after an hour) and a record made for the parent/carer in the child's diary.
5. Bottle teats should be kept sterile, and when not in use should have a cover placed on them. If the feed is dropped and the feed comes into contact with another surface e.g. the floor, then the teat

should be replaced with another sterile one. (In an emergency scalding the teat off under sterile boiling water will suffice).

6. Dummies are potential sources of gastro-enteritis and are often forgotten in hygiene routines. Once babies are busy, they should be discouraged from continual use of dummies, and used for genuine comfort and sleep only. Dummies can contribute to speech delay, poor development of the roof arch of the mouth, and they can encourage excessive salivation.

Dummies need to be regularly washed in warm soapy water, and then sterilised, at least every three hours. When sterilised they should be stored in a pre-sterilised container with a lid, which is marked with the baby/toddler name. Parents arriving with their baby/toddler who use a dummy, should arrive with at least two pre sterilised dummies in suitable sterile containers with lids. Any dummy which is dropped should be replaced with a sterile one.

Infant feeding and comforter Policy updated: Reviewed: July 2014

First Steps Day Nursery Ltd

Food and Healthy Eating Policy

This policy has been developed in consultation with the children, their parents and our staff.

At First Steps we recognise the importance of a Healthy lifestyle and diet and understand that establishing a balanced diet in childhood helps establish healthy eating habits for life. We must be healthy and physically, socially and mentally fit. This policy outlines the ways in which our Nursery supports children to develop the skills and attitudes that will help them to make informed healthy choices both in and out of Nursery.

Our Aims:

- To make the provision and consumption of food a safe and enjoyable experience.
- To improve the health of the children, the staff and their families by helping to influence healthy eating habits through increasing knowledge and awareness of food issues.
- We only provide snacks that are nutritious and healthy.
- To encourage enjoyment of fresh air and exercise.
- To teach about healthy foods, keeping safe, respecting others, their faiths and cultures.

Our Objectives:

- To work towards ensuring that this policy is accepted and embraced by the children, their parents, our staff and the wider community.
- To integrate these aims into all aspects of school life, in particular food provision within the nursery, the curriculum and social activities.

Links to other Nursery Policies:

- Healthy eating messages are to be delivered within the following areas of learning: Personal, social and emotional development well-being and cultural diversity, knowledge and understanding of the world, and language, Literacy and communication skills.

- Behaviour management policy - we do not use food as a reward.
- Health and Safety / Health and Hygiene policies that state how food is prepared, stored and cooked at Nursery.
- Also links to our drinks policy.

Provision of food and drink across the school day:

Breakfast:

We provide toast (white, brown or granary) and milk at 9am each morning. Those who do not have milk, at their parents' request, have water instead. Children may also have their cereals from home at this time if they have not already eaten breakfast at home, but we do provide opportunities for children to eat their breakfast cereals if they have arrived early, as we open at 7:30am each day.

Lunch time:

We provide a hot meal which is freshly prepared each day on the premises. All dietary requirements are taken into account. Our staff work together to create a happy, sociable dining environment to encourage the development of good table manners. We have a 4 weekly menu rota, which is reviewed annually, and changes are notified via our newsletters.

Afternoon snack:

At 3pm we provide a healthy afternoon snack and drink. Our snacks also follow the 4 week menu rota, however during the warmer seasons the home-made soups will be replaced by a variety of cold finger foods.

Meals from home:

Some children may be particular about certain types of foods, and sometimes parents choose to send a packed lunch instead. On these occasions, parents are encouraged to provide a healthy, balanced packed lunch, and ideas and suggestions will be made if required. Packed lunches will be kept chilled.

Unfortunately, we are not allowed to serve home-made cakes at the nursery, however should you wish to bring a store-bought Birthday cake into nursery for your child, you are more than welcome to do so.

Sponsorship/incentive schemes:

The Nursery does not take part in any incentive schemes that encourage children to collect tokens from foods that should only be eaten in moderation (ie: Chocolate wrappers)

Teaching and learning:

The children will be given opportunities to use all of their senses as appropriate to explore different foods as part of topic work. Whenever possible, the children will be encouraged to prepare and taste traditional foods from other cultures, for example through the celebration of different festivals.

Children with Special Educational needs:

All staff are aware of any medical/allergic conditions of individual children through staff meetings, discussion and clearly displayed notices in each main unit area, and in the Kitchen /food prep area.

Information regarding individual needs is discussed with all parents before their child's admission to Nursery.

Parental involvement:

We always take parental views and suggestions into consideration where our menus are concerned, and we abide by individual parental requests.

Food Hygiene:

All staff must carry out Food Hygiene training as standard. Children are always reminded about the importance of hand washing before eating or handling food.

Whenever children work with food as part of a planned or unplanned activity, they are helped to follow the basic hygiene routines including: wearing an apron, , using clean equipment, always washing hands before and after working with food, using an individual spoon for tasting etc.

Monitoring and assessing the policy:

The Nursery Food and Healthy Eating Policy is to be monitored and reviewed annually. Our menus are devised by staff members that have attended Community Food and Nutrition skills for Early Years courses, and comply with the Food Standards set out within the **Welsh Governments Food and Health Guidelines for Early Years and Childcare Settings**.

Policy Reviewed: August 2014

First Steps Day Nursery Ltd

Drinks Policy

In accordance with current Dental Health Recommendations, the following guidelines must be followed, to ensure adequate fluid intake throughout the day.

Breakfast time (9am): **Milk**

Lunch Time (11.30am / 12.00pm): **water**

2pm Drinks Break: **Water or Milk**

Afternoon snack (3pm): **Water or milk**

Drinks before home time: **Water**

Children must also be offered drinks after energetic activities, and more frequently with warmer weather conditions.

We would also like to ensure that no child goes home thirsty, and drinks should be offered at home time too.

First Steps Private Day Nursery

Child Care Price List

<u>Babies and Toddlers</u>	Full Day	£36
*(5% discount for second child)		£34.20
	Half Day	£31
<u>Pre-school and School</u>	Full day	£35
*(5% discount for second child)		£33.25
	Half Day	£30
<u>After School Service</u>	Hourly Rate	£8.00

*(Discounted rate only applies to Children attending 5 days per week)

Late Payment Fee: £ 25

Child collected after 6pm is charged £1 per minute

First Steps Day Nursery

Our Payment Terms

1. Our fees are payable by standing order in advance on the 1st of each month.
2. A child will be refused their nursery place if the fees are outstanding at the end of the current month.
3. The fees are calculated upon the standard week that you require for your child and are multiplied up to allow for 4 1/3 weeks per calendar month.
4. Credit is allowed for one week's holidays at nil fees.
5. Credit is also allowed for a further week of nil fees at Christmas.
6. Credit is allowed for full time children (i.e. 5 days a week every week) for bank holidays. Credit for bank holidays is not given as standard for part time children, as we find that days that fall on bank holidays are always re-booked for later in the week.
7. Existing second children at the nursery shall be entitled to a further 5% discount, only where children attend 5 days per week.
8. A month's notice in writing is required for holidays and for leaving the nursery, otherwise fees paid will be forfeited.
9. Any extra days should be requested in advance and paid for either then, or at the latest, on the morning of the day itself
10. Should a payment to us be returned by the payee bank, you shall be responsible for any associated Bank charges that we incur.
11. Our fees and payment terms may be changed with a minimum of a month's notice.
12. Overdue fees (1 month or more) will incur a charge at £25 plus interest calculated at 5% of the full amount outstanding.
13. Returned cheques will incur a £25.00 Charge.

First Steps Day Nursery Agrees to:

1. care for the child during contracted hours
2. comply with all requirements of registration, as laid down by the CSSIW
3. comply with all insurance requirements
4. provide suitable experiences which will allow the child to develop appropriately for their age, culture and religion
5. give at least two weeks notice of holidays or other types of leave
6. Notify parents/carers of any accident or incidents pertinent to their child
7. maintain confidentiality
8. provide nutrients and fluids on a regular basis as discussed with parents/carers
9. work in partnership with parents/carers and their wishes
10. Provide parents/carers with copies of all policies: (complaints, equal opportunities, child protection, behaviour management, accidents, fire

procedures, exclusion from illnesses, medication, if a child is lost or not collected, photography and special educational needs.)

The parents/carers agree to:

1. Pay the fees as agreed and recorded
2. Arrive and collect the child on time (By 6pm Mon - Fri)
3. Provide the following if necessary: (change of clothes, outdoor clothes for the weather i.e. sun hat, sun cream, or coat. Nappies, wipes and creams.
4. Give at least one weeks notice of holidays or other absences
5. provide necessary information to the nursery which is pertinent to the welfare and development of their child
6. Be available to discuss and communicate with the nursery areas of interest/concerns with regard to their child
7. Inform the nursery as soon as possible if their child is ill
8. inform the nursery as soon as possible if the child has been in contact with communicable diseases or infections
9. inform the day nursery of injuries, accidents that have occurred to the child when not in our care, and sign the incident book as a record

The Period of notice required to end the contract is one month.

- **Periodically the nursery will take your child out for short walks. All reasonable care will be taken. Do you give your permission?**

Yes/no (please delete)

- **It may be necessary in an emergency to seek medical help or take your child to hospital. Do you agree to the giving of emergency first aid, or seeking medical advice, or taking your child to hospital?**

Yes/no (please delete)

- **Please do not bring your child to nursery if they are ill or infectious (e.g. vomiting, diarrhoea, conjunctivitis) these infections spread very rapidly.**

- **Any outstanding fees must be paid by the end of the current month, or the nursery has the right to refuse your child's place until the bill has been settled in full.**

Date contract signed by parents

Parent's/carers' signatures

Nursery manager's signature

Care and Social Services Inspectorate for Wales

Data Protection Act 1998 - Fair Processing Notice

This notice tells you about how we process personal data that we hold because of functions under the Care Standards Act 2000, Children Act 1989 and any associated legislation.

What is personal data?

Personal data, as defined by the data protection Act 1998, is information that we have or are likely to have at some point relating to a person. Examples include the following:

Information relating to a person's application for registration, or as a referee, or an employee (staff) of any person applying for registration. During an inspection or complaint investigation, it can also include service users (including children) and where appropriate, relatives or representatives of service users.

Why we process personal data

Providing care and support for vulnerable people places them at possible risk. Because of this we need to take great care to check that everything is as it should be and to make sure that care providers e.g.

- Care homes for adults
- Children's homes
- Voluntary and private sector health care, including hospitals and clinics, and
- Day nurseries, child minders, playgroups, out of school clubs, crèches and play schemes etc.,

are meeting the appropriate regulations and national minimum standards of care.

How we use this personal data

As part of the National Assembly for Wales we use personal data to:

- Help us carry out our legal duties and regulate standards of care under the Children Act 1989, Care Standards Act 2000, other relevant legislation and appropriate national minimum standards of care;
- Prepare statistical analyses (from which people cannot be identified); and
- Provide information to Welsh Assembly Government Ministers, which will help them make decisions relating to policy changes.

Organisations which may share personal data

We may share the information we hold with other organisations when the law allows. For example this may be with:

- Social services and other health and welfare organisations where there is a need to share information to protect and support vulnerable people;
- Various regulatory organisations such as ombudsmen and inspection authorities, where the law says that information must be passed so that they can do their work; and
- The Criminal Record Bureau and the police.
- Information on your registration application form

- A record that a criminal check has been completed, the date the check took place and if the outcome of the check was successful
- References on a person applying for registration
- Inspection history of a service
- Event history (in other words, specific events which need to be noted)
- Complaints
- Any information relevant to carrying out our legal duties.

Due to the nature of our work, it involves going into great detail. We will try to make sure that we only record information that is necessary, that is accurate and kept secure, and that is only kept for as long as is necessary.

We will treat the details that you provide in line with the data protection Act 1998. We will only use your information:

- To process an application for registration with us
- As part of the on-going inspection process of the registered service
- And for any other purpose which may need us to use information in relation to performing legal duties.

Other than when the law allows such as in the circumstances listed above, we will not release your details outside of the national assembly for Wales.

Your rights under the data protection Act 1998

The Data Protection Act 1998 gives you certain rights about the personal data we hold on you. This is not a full list but examples include:

- The right for any personal data held about you to be processed fairly and lawfully
- The right to ask for and receive copies of the personal data we hold about you, although we can sometimes withhold information
- The right, in some circumstances, to prevent us from processing personal data if doing so will cause damage or distress
- The right to ask for wrong information to be put right.

You also have the right to ask the information commissioner, who enforces and oversees the Data Protection Act 1998, to assess whether or not processing your personal data is likely to keep to the conditions of the Act.

If you want more information:

For more information about the personal data we collect and how we use it, if you have any concerns about the accuracy of personal data, or want to refer to your rights under the Data Protection Act 1998, you should contact:

- The National Assembly's Data Protection officer on: 029 2082 3999 or
- The CSSIW National Office on: 01443 848450.

You can also get more information on data protection at:

<http://www.informationcommissioner.gov.uk/>