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Admissions

Policy statement

It is our intention to make our nursery accessible to children and families from all sections of the local community. We aim to ensure that all sections of our community have access to the nursery through open, fair and clearly communicated procedures.

The numbers and ages of children admitted to the nursery comply with the legal space requirements set out in the Early Years Foundation Stage (EYFS). When considering admissions, we are mindful of staff: child ratios and the facilities available at the nursery.

Procedures

Prior to a child attending nursery, parents must complete and sign a contract and registration form. These forms provide the nursery with personal details relating to the child, for example, name, date of birth, address, emergency contact details, parental responsibilities, dietary requirements, collection arrangements, fees and sessions, allergies, parental consent and vaccinations.

- We ensure that the existence of our nursery is widely advertised in places accessible to all sections of the community such as a company website or on Facebook.
- We ensure that information about our Nursery is accessible and provided in written and spoken form.
- We arrange our waiting list in accordance to the date entered.
- We describe our nursery and its practices in terms that make it clear that it welcomes both fathers and mothers, other relations and other carers, including childminders.
- We describe how our practices treat each child and their family, having regard to their needs arising from their gender, special educational needs, disabilities, social background, religion and ethnicity or from English being a newly acquired additional language.
- We describe how our practices enable children and/or parents with disabilities to take part in the life of the nursery.
- We make our Valuing Diversity and Promoting Equality Policy widely known.
- We can offer some flexibility in session availability to meet the diverse needs of children. However, this must not negatively impact on the rest of the children in nursery, by disrupting the sessions and routines.

All settings registered to accept government funding must offer free places for 9months - 5 year olds for early learning sessions specified by the local authority. All funded sessions are now in line with the flexible arrangement as specified by the government.

Children's records

Policy statement

Littleworld Day Nurseries have record keeping systems in place that meet legal requirements; the way in which we store and share this information takes place within the framework of the Data Protection Act (2018) and the Human Rights Act (1998) and Information sharing duty guidance 2026

This policy and procedure is taken in conjunction with the Confidentiality and Client Access to Records Policy and the Information Sharing Policy.

Procedures

We keep two kinds of records on children attending our nursery:

Developmental records

- These include observations of children in the Nursery, photographs, video clips and progress tracking reports and summary developmental reports.
- These can be either in paper format within their room or in digital format through our online learning journal system Famly and can be accessed, and contributed to, by staff and the child's parents who can access their child's online developmental file through Famly. The child can contribute to their developmental file.
- We also hold records of development/reports from external agencies such as speech and language, health visitor, paediatrician and any other agencies involved with the care and development of the child.

Personal records

- These include registration and admission forms, signed consent forms, correspondence concerning the child or family, reports or minutes from meetings concerning the child from other agencies, an on-going record of relevant contact with parents, and observations by staff on any confidential matter involving the child, such as developmental concerns or child protection matters.
- These confidential records are stored in a lockable cabinet and are kept secure by the manager on duty.

- Parents have access, in accordance with our Client Access to Records Policy, to the files and records of their own children, but do not have access to information about any other child.
- Staff will discuss personal information given by parents where it affects planning for the child's needs. Staff induction includes an awareness of the importance of confidentiality in the role of a Littleworld employee.
- We retain children's records that relate to an accident or child protection matter, which are kept until a child reaches the age of 25 years. These are kept in a secure place.

Other records

- We keep a daily record of the names of the children we are caring for, their hours of attendance and the names of their key person.
- Issues to do with the employment of staff, whether paid or unpaid, remain confidential to the people directly involved with making personnel decisions.
- Students on recognised qualifications and training, when they are observing in the setting, are advised of our Confidentiality and Client Access to Records Policy and are required to respect it.

All electronic records stored on the nursery data cloud are password protected and secured against viruses and unauthorised remote access. Software programmes used to support the management of information are accessed via a secure log in. Permissions for access to information on famly are set in accordance to the individual staff members role. Staff cannot access famly outside of work, with the exception of the senior management team.

Provider records

Policy statement

Littleworld Day Nurseries keep records and documentation for the purpose of maintaining our business. These include:

- Records pertaining to our registration.
- Contractual documentation pertaining to amenities, services and goods.
- Financial records pertaining to income and expenditure.
- Risk assessments.
- Employment records of staff including their name, bank details, national Insurance number, home address and telephone number.

We consider our records as confidential based on the sensitivity of information, such as with employment records. These confidential records are maintained regarding the framework of the Data Protection Act (2018) and the Human Rights Act (1998).

This policy and procedure is taken in conjunction with the Confidentiality and Client Access to Records Policy and Information Sharing Policy.

Procedures

- All records are the responsibility of the management team who ensure they are kept securely.
- All records are kept in an orderly way in files and are kept up to date.
- Financial records are kept up to date for audit purposes.
- Health and safety records are maintained; these include risk assessments, details of checks or inspections and guidance etc.
- Our Ofsted registration certificate is displayed.
- Our Public Liability insurance certificate is displayed.
- All our employment and staff records are kept securely and confidentially.

We notify Ofsted of any change:

- in the address of the premises.
- to the premises which may affect the space available to us or the quality of childcare we provide.
- to the name and address of the provider, or the provider's contact information.
- to the person managing the provision.
- any significant event which is likely to affect our suitability to look after children; or
- any other event as detailed in the Statutory Framework for the Early Years Foundation Stage (DfE 2025).

Safe handling, storage and secure disposal of DBS disclosure information

Policy statement

The code of practice requires that all registered bodies have a procedure on the correct handing and safekeeping of Online Disclosure certificate information.

As an organisation using an Online Disclosure checking service to help assess the suitability of applicants for positions of trust, Littleworld Day Nurseries complies fully with the code of practice regarding the correct handling, use, storage, retention and disposal of certificate information. Littleworld Day Nurseries also complies fully with its obligations under the Data Protection Act 2018 and other relevant legislation pertaining to the safe handling, use, storage, retention and disposal of certificate information.

Storage

DBS information is kept in a secure, lockable cupboard in the office, with access limited to those who are entitled to see it as part of their duties. All electronic records stored on the nursery data cloud are password protected and secured against viruses and unauthorised remote access.

Handling

In accordance with section 124 of the Police Act 1997, certificate information must only be passed to those who are authorised to receive it in the course of their duties. At Littleworld Day Nurseries this will be the senior management team. We maintain a single central record of all those to whom certificates information have been revealed, as it is a criminal offence to pass this information to anyone who is not entitled to receive it.

Usage

Certificate information is only used for the specific purpose for which it was requested, and for which the applicant's full consent has been given.

Retention

Once a recruitment decision has been made, Littleworld Day Nurseries complete the online application for an Online Disclosure check to be carried out. We do not keep certificate information for any longer than is necessary, which is generally for a period of up to six months after the staff member has left. This is to allow for the consideration and resolution of any disputes or complaints. If in very exceptional circumstances, it is considered necessary to keep certificate information for longer than six months, Littleworld Day Nurseries will consult the Online Disclosure about this and will consider the Data

Protection and Human Rights of the individual before doing so. Throughout this time, the usual conditions regarding the safe storage and access will prevail.

Disposal

Once the retention period has elapsed, we will ensure that any Online Disclosure certificate information is immediately destroyed by secure measures such as shredding. While awaiting destruction, the certificate information will not be kept in any insecure receptacle such as a bin. We will not keep any photocopy or any other image of the certificate or any representation of the contents of a certificate.

Working in partnership with other agencies

Policy statement

Littleworld Day Nurseries work in partnership with local and national agencies, including schools and other early years settings, to promote the safety and well-being of all children**.**

Procedures

- We work in partnership, or in tandem with, local and national agencies to promote the well-being of children.
- Procedures are in place for the sharing of information about children and families with other agencies. These are set out in the Information Sharing Policy, Safeguarding Children and Child Protection Policy and the Supporting Children with Special Educational Needs Policy.
- Information shared by other agencies with us is regarded as third-party information. This is also kept in confidence and not shared without consent from that agency.
- When working in partnership with staff from other agencies, we make those individuals welcome in the nursery and their professional roles are respected.
- We follow the protocols for working with agencies, for example on child protection.
- Staff from other agencies do not have unsupervised access to the child they are visiting in the nursery or any other child (ren) during their visit.
- Our staff do not casually share information or seek informal advice about any named child/family.
- When necessary, we consult with local and national agencies who offer a wealth of advice and information that help us to develop our understanding of the issues facing us and who can provide support and information for parents. For example, ethnic/cultural organisations, drug/alcohol agencies, welfare rights advisors or organisations promoting childcare and education, or adult education.

Information sharing

'Practitioners need to understand their organisation's position and commitment to information sharing. They need to have confidence in the continued support of their organisation where they have used their professional judgement and shared information professionally.'

Information Sharing: Guidance for Practitioners and Managers (DCSF 2008).

Policy statement

We recognise that parents have a right to know that the information they share with us will be regarded as confidential, as well as to be informed about the circumstances when, and the reasons why, we are obliged to share information.

We are obliged to share confidential information without authorisation from the person who provided it, or to whom it relates, if it is in the public interest. That is when:

- it is to prevent a crime from being committed or to intervene where one may have been, or to prevent harm to a child or adult; or
- not sharing it could be worse than the outcome of having shared it.
- We follow guidance set out in DfE Information sharing Duty "a guide to information sharing in the interests of safeguarding and promoting the welfare of children" pursuant to s16LA of the Children Act 2004 September 2026

The decision should never be made as an individual, but with the back-up of the management team. The three critical criteria are:

- Where there is evidence that the child is suffering, or is at risk of suffering, significant harm.
- Where there is reasonable cause to believe that a child may be suffering, or is at risk of suffering, significant harm.
- To prevent significant harm arising to children and young people or adults, including the prevention, detection and prosecution of serious crime.

Procedures

Our procedure is based on the seven golden rules for information sharing as set out in Information Sharing: Advice for practitioners providing safeguarding services to children, young people, parents and carers. (DfE Information Sharing May 2024)

1. *Remember that the Data Protection Act is not a barrier to sharing information but provides a framework to ensure that personal information about living persons is shared appropriately.*

- Our policy and procedures on Information Sharing provide guidance to appropriate sharing of information with external agencies.

2. *Be open and honest with the person (and/or their family where appropriate) from the outset about why, what, how and with whom information will, or could, be shared, and seek their agreement, unless it is unsafe or inappropriate to do so.*

In our nursery we ensure parents:

- Receive information about our Information Sharing Policy when starting their child in the setting and that they sign our Registration Form to say that they understand the circumstances in which information may be shared without their consent. This will only be when it is a matter of safeguarding a child or vulnerable adult.
- Have information about our Safeguarding Children and Child Protection Policy; and
- Have information about the other circumstances when information will be shared with external agencies, for example, regarding any special needs the child may have or transition to school.

3. *Seek advice if you are in any doubt, without disclosing the identity of the person where possible.*

- Managers contact the relevant Hampshire Services for Young Children team for advice where they have doubts or are unsure.

4. *Share with consent where appropriate and, where possible, respect the wishes of those who do not consent to share confidential information. You may still share information without consent if, in your judgement, that lack of consent can be overridden in the public interest. You will need to base your judgement on the facts of the case.*

- Guidelines for consent are part of this procedure.

5. *Consider safety and well-being: Base your information sharing decisions on considerations of the safety and well-being of the person and others who may be affected by their actions.*

In our nursery we:

- record concerns and discuss these with a member of the Nursery Designated Safeguarding Lead team.

- record decisions made and the reasons why information will be shared and to whom; and
- follow the procedures for reporting concerns and record keeping.

6. *Necessary, proportionate, relevant, accurate, timely and secure: Ensure that the information you share is necessary for the purpose for which you are sharing it, is shared only with those people who need to have it, is accurate and up to date, is shared in a timely fashion, and is shared securely.*

- Our Safeguarding Children and Child Protection Policy and Children's Records Policy set out how and where information should be recorded and what information should be shared with another agency when making a referral.

7. *Keep a record of your decision and the reasons for it – whether it is to share information or not. If you decide to share, then record what you have shared, with whom and for what purpose.*
- Where information is shared, the reasons for doing so are recorded with the relevant information relating to the child (SEND, Safeguarding etc) Where it is decided that information is not to be shared that is recorded too.

Consent

Parents have a right to be informed that their consent to share information will be sought in most cases, as well as the kinds of circumstances when their consent may not be sought, or their refusal to give consent may be overridden. We do this as follows:

- Our policies and procedures set out our responsibility regarding gaining consent to share information and when it may not be sought or overridden.
- We may cover this verbally when the child starts or include this in our parent handbook.
- Parents sign our Registration Form to say they understand this.
- Parents are asked to give consent to share information about any additional needs their child may have.
- Copies are given to parents of the forms they sign on request.
- We consider the following questions when we need to share:
  - Is there legitimate purpose to sharing the information?
  - Does the information enable the person to be identified?
  - Is the information confidential?

- If the information is confidential, do we have consent to share?
- Is there a statutory duty or court order requiring us to share the information?
- If consent is refused, or there are good reasons not to seek consent, is there sufficient public interest for us to share information?
- If the decision is to share, are we sharing the right information in the right way?
- Have we properly recorded our decision?

All the undertakings above are subject to the paramount commitment of the Nursery, which is to the safety and well-being of the child. Please also see our Safeguarding Children and Child Protection Policy.

Transfer of records to school or other setting

Policy statement

Littleworld Day Nurseries recognise that children sometimes move to another early years setting before they go on to school, although many will leave our nursery to enter reception class.

We prepare children for these transitions and involve parents and the receiving setting or school in this process. We collate records about a child's development and learning in our nursery, and we prepare for a smooth transition by ensuring parents have a full record of their child's learning and development.

All paper registration documents are given to the parents on their last day in nursey, or disposed of via shredding. Electronic records are archived through our management software provider Famly.

Confidential records are shared where there have been child protection concerns according to the process required by our Local Safeguarding Children Board. The procedure guides this process and determines what information we can and cannot share with a receiving school or setting.

Procedures

Transfer of development records for a child moving to another early years setting or school

- Using the Early Years Foundation Stage guidance and our assessment of children's development and learning, the key person will prepare a summary of development across the seven areas of learning and development.
- The record refers to:
  - any additional language spoken by the child and his or her progress in both languages.
  - any additional needs that have been identified or addressed by the Nursery.
  - any special needs or disability, whether an IEP was raised in respect of special needs or disability, whether there is an Educational Health Care plan, and the name of the lead professional.
- This will accompany the completed Learning Journal from Famly-a record of all the observations, assessments, snapshots and photographs taken during the child's time at Littleworld. This is sent to the parents as a PDF document. Clear guidance is given that the parents should share this with the receiving school or nursery, to support continuity of care and education.

- If contacted directly by the receiving school or setting, we may, with parental consent, share these records directly.

Transfer of confidential information

- The receiving school or setting will need to have a record of any safeguarding or child protection concerns that were raised in the Nursery and what actions were taken.
- A summary of the concerns will be made to send to the receiving setting or school, along with the date of the last professional meeting or case conference. Some Local Safeguarding Children Boards will stipulate the forms to be used and provide these.
- Where an EHCP has been raised in respect of any welfare concerns, the name and contact details of the lead professional will be passed on to the receiving setting or school.
- Where there has been a Section 47 investigation regarding a child protection concern, the name and contact details of the child's social worker will be passed on to the receiving setting or school – regardless of the outcome of the investigation.
- This information is posted by recorded delivery where it is signed for or taken to the school or setting, addressed to the setting or school's designated person for child protection and marked as 'confidential' and it is signed for.
- A record of all documents transferred is kept by the nursery. All safeguarding records of transfer will be kept until the child reaches 25years of age, or for looked after children 75 years of age.

E- Learning Journal

Policy statement

Littleworld Day Nursery ensures that all children attending the setting have a personal online learning record called an E-learning journal which records photos, observations and comments in line with the Early Years Foundation Stage (EYFS) to build a record of each child's achievements during their time with us. It will show the children's development progress through the 7 areas of learning set within the Early Years Foundation Stage (EYFS) and Development matters.

Procedures

- Each child will have a key person allocated to them who will be responsible for the compilation of that child's learning journal.
- Each room will be allocated a tablet and the tablet number will be recorded as to monitor damage to the tablets.
- Tablets are signed out by the room manager/senior nursery practitioner and signed back into the office at the end of the day.
- The tablets will be stored away in a locked cupboard.
- Posts on Famly that the key person has completed will be published to parents by a member of the management team.
- Staff members will only be able to use the internet on the tablets to access Famly and to access their work emails in addition to occasionally carrying out research to support topics and themes in the room. Safe online practices will be followed to avoid access to inappropriate content.
- Famly e-learning journal system is hosted on secure dedicated servers based in the UK.
- Access to information stored on Famly can only be gained by a unique user ID and password which is only shared with nursery staff and the child's parents or carers.
- Parents can only see their own child's information via the Famly App or website and are unable to login to view other children's information.
- Staff members are prohibited from accessing children's information on Famly outside of the setting, with the exception of senior management team.

Confidentiality and client access to records

Policy statement

'Confidential information is information that is not normally in the public domain or readily available from another source, it should have a degree of sensitivity and value and be subject to a duty of confidence. A duty of confidence arises when one person provides information to another in circumstances where it is reasonable to expect that the information will be held in confidence.'

Information Sharing: Guidance for Practitioners and Managers (DCSF 2008)

At Littleworld Day Nurseries we recognise that we hold sensitive/confidential information about children and their families and the staff we employ. This information is used to meet children's needs, for registers, invoices and emergency contacts. We store all records in a locked cabinet or on the office computer with files that are password protected in line with data protection principles. Any information shared with the staff team is done on a 'need to know' basis and treated in confidence. This policy will work alongside the Privacy Notice to ensure compliance under General Data Protection Regulation and Data Protection Act (2018).

Legal requirements

- We follow the legal requirements set out in the Statutory Framework for the Early Years Foundation Stage (EYFS) 2025 and accompanying regulations about the information we must hold about registered children and their families and the staff working at the nursery
- We follow the requirements of the General Data Protection Regulation and Data Protection Act (2018) regarding the storage of data and access to it.

Confidentiality procedures

It is our intention to respect the privacy of staff, children and their families and we do so by:

- Storing confidential records in a locked filing cabinet or on the nursery data cloud which is password protected.

- Ensuring staff, student and volunteer inductions include an awareness of the importance of confidentiality and that information about the child and family is not shared outside of the nursery other than with relevant professionals who need to know that information. It is not shared with friends and family, discussions on the bus or at the local bar. If staff breach any confidentiality provisions, this may result in disciplinary action and, in serious cases, dismissal. Students on placement in the nursery are advised of our confidentiality policy and required to respect it
- Ensuring that all staff, volunteers and students are aware that this information is confidential and only for use within the nursery and to support the child's best interests with parental permission
- Ensuring that parents have access to files and records of their own children but not to those of any other child, other than where relevant professionals such as the police or local authority children's social care team decide this is not in the child's best interest
- Ensuring all staff are aware that this information is confidential and only for use within the nursery setting. If any of this information is requested for whatever reason, the parent's permission will always be sought other than in the circumstances above
- Ensuring staff do not discuss personal information given by parents with other members of staff, except where it affects planning for the child's needs
- Ensuring staff, students and volunteers are aware of and follow our social media policy in relation to confidentiality
- Ensuring issues concerning the employment of staff remain confidential to the people directly involved with making personnel decisions.
- Ensuring any concerns/evidence relating to a child's personal safety are kept in a secure, confidential file and are shared with as few people as possible on a 'need-to-know' basis. If, however, a child is considered at risk, our safeguarding/child protection policy will override confidentiality.

Client access to records procedures

Parents may request access to any confidential records held on their child and family following the procedure below:

- Any request to see the child's personal file by a parent or person with parental responsibility must be made in writing to the nursery manager.
- The nursery manager informs the Board of Directors and sends a written acknowledgement.
- The nursery commits to providing access within 14 days, although this may be extended.
- The nursery manager prepares the file for viewing.

- All third parties are written to, stating that a request for disclosure has been received and asking for their permission to disclose to the person requesting it. Copies of these letters are retained on file.
- 'Third parties' include all family members who may be referred to in the records.
- It also includes workers from any other agency, including children's social care, the health authority, etc. It is usual for agencies to refuse consent to disclose, preferring the individual to go directly to them.
- When all the consents/refusals to disclose have been received, these are attached to the copy of the request letter.
- A photocopy of the complete file is taken.
- The nursery manager goes through the file and removes any information which a third party has refused consent to disclose. A thick black marker is used, to score through every reference to the third party and information they have added to the file.
- What remains is the information recorded by the setting, detailing the work initiated and followed by them in relation to confidential matters. This is called the 'clean copy'.
- The 'clean copy' is photocopied for the parents, who are then invited in to discuss the contents. The file should never be given straight over, but should be gone through by the nursery manager, so that it can be explained.
- Legal advice may be sought before sharing a file, especially where the parent has possible grounds for litigation against the nursery or another (third party) agency.

All the undertakings above are subject to the paramount commitment of the Nursery, which is to the safety and well-being of the child. Please see also our policy on Safeguarding Children and Child Protection.

General Data Protection Regulation and Data Protection Act (2018) compliance

In order to meet our requirements under GDPR we will also undertake the following:

- We will ensure our terms & conditions, privacy and consent notices are easily accessed/made available in accurate and easy to understand language
- Everyone in our nursery understands that people have the right to access their records or have their records amended or deleted (subject to other laws and regulations).

Staff and volunteer information

- All information and records relating to staff will be kept confidentially in a locked cabinet
- Individual staff may request to see their own personal file at any time.

Cyber Security Policy

This policy should be read in conjunction with the Data protection and confidentiality policy, Acceptable internet use policy and the Online safety policy.

At Littleworld Nursery we recognise that the key to keeping our nursery cyber secure is through effective staff training so that everyone is aware of the actions they should take to protect our systems from threat.

We hold cyber essentials *basic/*plus certification and have cyber insurance to mitigate the financial, operational and reputational consequences of a cyber incident.

Good cyber security means protecting the personal or sensitive information we hold on children and their families in line with the Data Protection Act. We are aware that cyber criminals will target any type of business including childcare and ensure all staff are aware of the value of the information we hold in terms of criminal activity, e.g. scam emails. All staff are reminded to follow our procedures including backing up sensitive data, using strong passwords and protecting devices to ensure we are cyber secure.

To prevent any attempts of a data breach (i.e. when our information is stolen or accessed without authorisation) that could cause temporary shutdown of our setting and reputational damage with the families we engage with, we inform staff not to open any suspicious messages such as official-sounding messages about 'resetting passwords', 'receiving compensation', 'scanning devices' or 'missed deliveries'.

Staff are asked to report these to the management team who report to Silver Cloud IT support as soon as possible and these will be reported through the National Cyber Security Centre (NCSC) Suspicious email reporting service at report@phishing.gov.uk.

Procedures

Passwords
We will:

- Create strong and memorable passwords for important accounts, such as by combining three random words. We will avoid using predictable passwords, such as dates, family and pet names.
- All staff are encouraged to use a separate password for work and personal accounts
- Passwords will be stored using password managers with end-to-end encryption
- We use multi-factor authorisation (MFA) to log in where appropriate, e.g. banking websites.
- Passwords for famly will be changed 6monthly.

Security

- We train staff to recognise the techniques that phishers use in emails, as well as recognising spam and other harmful content
- Staff must report suspicious messages or links to the management team who will report to Silver Cloud.
- We carry out regular software updates and regularly check our back-ups
- Staff always lock devices when not in use
- We use passwords on portable devices

- We do not install any software that has not been cleared for use by Silver Cloud support onto our computers or systems
- Unknown USBs or external devices will not be used on our systems.
- Devices taken off site for the purpose of taken photographs are password protected and there is a nominated responsible person responsible for the use and monitoring of the device.

Reporting

- Staff are encouraged to ask for further guidance or support from Silver Cloud support when something feels suspicious or unusual
- Staff are encouraged to flag concerns and must report attacks as soon as possible.

System access

- Visitors using the internet are monitored by the managed team.
- We regularly review system access
- Accounts are removed when a staff member has left employment.
- We limit access for temporary workers
- Staff follow sign-in/out protocols
- No staff member has access to nursery devices outside working hours, with exception of the management team.

Actions in the event of a cyber attack

- Management team and Silver Cloud support will be informed immediately of any actual or suspected security breach
- We will contain the breach, isolate affected devices and disable compromised accounts
- We will avoid deleting anything that could serve as evidence
- We will keep a log of actions taken and notify the Information Commissioner's Office (ICO) if personal data is at risk (https://ico.org.uk/for-organisations/report-a-breach/) following a thorough risk assessment.
- We will seek advice and guidance from the National Cyber Security Centre (NCSC) (https://report.ncsc.gov.uk/)
- We will communicate clearly with staff and stakeholders to explain what's happened, what we're doing and how it affects families and staff
- Following an actual or suspected attack, we will review our systems to identify what occurred, what was compromised and what changes are needed.

Artificial Intelligence (AI) Acceptable Use Policy

Policy Statement

The purpose of this policy is to define the responsible, ethical, and safe use of Artificial Intelligence (AI) tools within Littleworld Day Nurseries. This policy applies to all full-time, part-time, and temporary staff, as well as contractors and volunteers.

AI tools include, but are not limited to, large language models (e.g., ChatGPT, Claude), AI-driven documentation software, image generators, and administrative automation tools.

Core Principles

- **Human-First Care:** AI will **never** replace human care, supervision, professional judgment, or safeguarding responsibilities. they are assistants, not replacements. The final accountability for safeguarding, child assessments, and parent relations remains entirely with the practitioner.
- Staff must review, verify, and take accountability for any AI-generated output before it is used or shared.
- **Data Protection & GDPR:** Famly is a secure, encrypted, and UK GDPR-compliant platform. Public AI tools are **not**. Personal details must never cross between the two.
- **Data Minimisation:** We adhere strictly to UK GDPR. No personally identifiable information (PII) of children, families, or staff will ever be inputted into public AI tools.
- **Tone of Voice:** While AI can correct writing, our communication must remain warm, compassionate, and authentic to our nursery values

Approved AI Tools

Internal Platforms: Famly Sidekick & Live Translation for daily operations

Unapproved AI Tools

External Platforms (ChatGPT, Claude, etc.)

Approved AI Tools

- **Observations & Assessments:** Staff are encouraged to use Sidekick to check grammar, fix spelling, and adjust the professional tone of child observations and learning journeys.
- **Direct Messaging & Newsfeed:** Sidekick may be used to polish direct messages to parents and general newsfeed posts.
- **Multilingual Support:** The Famly translation tool may be used to instantly communicate with English as an Additional Language (EAL) families.

*Because Famly processes data in a secure ecosystem, child names and specifics **can** be active when using the Sidekick assistant inside the app.*

Unapproved AI Tools

Public generative AI models use prompt inputs to train their systems.

- **Strict Prohibition:** Staff **must never** type a child's name, initials, specific dates of birth, medical conditions, or safeguarding notes into any external AI platform.
- **Permitted Use:** Staff may use external tools *only* for completely anonymous, generic tasks (e.g., *"Generate a list of 5 sensory play activities using autumn leaves for toddlers"* using their own personal equipment and email address

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Tiered Guardrails for Document Creation

To maintain strict data governance, tasks are categorised as follows:

Risk Tier	Task Example	Allowed AI Tool	Review Process
Low Risk	Brainstorming messy play, sensory, or EYFS-aligned activity ideas, general email formatting Drafting internal templates, checklists, or staff rotas	Famly Sidekick or Public AI	• None required
Medium Risk	General parent newsletters, policies, newsfeed announcements Structuring raw notes into professional emails or meeting agendas	Famly Sidekick only	• Fully proofread by the author before posting The author takes responsibility for ensuring wording is warm, compassionate, and authentic to our nursery values
High Risk	EYFS Developmental Reviews, Accident/Incident Logs, Progress Tracking IEP's and Emails	**Famly Sidekick ONLY**	**Must use the "Send for Review" feature** on Famly to be authorised by a Room Leader or Manager before publishing to parents.

Data Protection & Privacy Rules

- **Account Registration:** Staff must only register for approved AI tools using their official nursery email addresses. Personal accounts must not be used for nursery work.
- **Privacy Settings:** Where available, staff must turn off "data training" options in AI tool settings to ensure our prompts are not saved to train public AI models.
- **Breach Reporting:** Accidental input of private data into an external AI platform constitutes a data breach and must be reported immediately to the **Nursery Management Team** and **Designated Safeguarding Lead (DSL)**

The Nursery Management team reserves the right to audit observations and communications sent via Famly to ensure the writing assistant is being used appropriately and that automated text still reflects our nursery's personal care standards.

5. Factual Accuracy, Bias, and Ethics

- **Fact-Checking:** AI models are prone to "hallucinations" (making up facts). Staff must verify all health, safety, nutritional, or developmental advice generated by AI against trusted official sources (e.g., the Department for Education or NHS guidelines).
- **Bias Awareness:** AI outputs can inadvertently reflect societal stereotypes or biases. Staff must ensure AI-generated resources promote diversity, equity, and inclusion within the early years setting.

6. Visual Media & AI

- **Photos & Videos:** Under no circumstances should photos or videos of children taken within the nursery be uploaded to external AI tools for "enhancement", "filtering", or editing.
- **Famly Media Sharing:** Visual media must only be uploaded directly to the secure Famly newsfeed or child profiles

7. Policy Review and Accountability

Because AI technology evolves rapidly, this policy will be reviewed **annually or as legislation and risk changes** to ensure it aligns with current early education regulations and updated data protection laws.

Attendance, late payment and non-payment of fees

Policy statement

Littleworld Day Nurseries aims to set our fees at an affordable and competitive rate, while providing childcare to the highest quality. We monitor attendance as part of our safeguarding procedures.

Attendance

- If a child is unable to attend, parents/carers must inform the nursery as soon as possible on the first day of absence.
- If a child has not arrived at nursery within 2 hours of their normal start time, the parents will be called to ensure the child is safe and healthy. If parents are not contactable, then staff will follow the monitoring absence policy.
- Although early year's education is not compulsory, we would anticipate that any child will attend, unless the nursery manager has already been informed of any absences such as holidays.
- We endeavour to be as flexible as possible should parents/carers wish to change hours, but when demand is high, we may not be able to do this immediately.
- We require 1 month written notice if a parent/carer wishes to cancel their child's place or 1 month's payment in lieu.
- Additional session may be booked on an ad hoc basis, where there is availability and this is confirmed by the manager on duty.

Payment of fees

- Fees are payable monthly in advance and must be paid on or before the 5th of the month. Invoices are drawn up on or around the 25th of the month.
- Fees are payable for all sessions booked, including all bank holidays which also include Christmas day, boxing day and New Year's Day. Payment is also due if sessions are missed due to illness or for other reasons.
- In cases of long-term absence due to sickness and/or hospitalisation, fees may be waived at the manager's discretion.
- Failure to pay fees on time will result in 20% of the balance being added on to the next invoice and may result in the withdrawal of a place.
- Fees can be paid by BACS transfer.
- We accept childcare vouchers from all companies and the tax- free childcare scheme.

- Where additional sessions are requested in advance and confirmed as booked, fees for the session will be charged in full, unless one month's notice is given Payment is also due if sessions are missed due to illness or for other reasons.
- Where additional sessions are requested for the current week and confirmed as booked, no fee is payable if the session is cancelled.

Late payment and non-payment of fees

- All parents/carers are expected to assist in the smooth running of the nursery by paying promptly in accordance with the terms and conditions.
- Fees must be paid by the 5th of the month. If payment is not made within this timescale, a reminder will be sent. If fees remain outstanding, a second reminder is sent and failure to comply with this reminder to settle the outstanding balance or to agree a payment plan, then 20% of the outstanding balance will be added to the next invoice. If payment is still not received, then we give a third and final warning with the option to withdraw the place and instigate legal proceedings to recover the unpaid fees.
- As a considerate organisation, we appreciate that occasionally unforeseen circumstances may occur that result in late payment of fees. We are committed to resolving payment issues promptly with parents/carers as openly and as fairly as possible and will agree an appropriate payment plan. Confidentiality will be assured.
- Overdue accounts may be passed on to a debt collection agency if appropriate.

Funded children

- Children in receipt of Early Years Education (EYE) funding will remain eligible to attend for either up to 11 hours per week for 51 weeks of the year, or 15hours per week for 38 weeks of the year. Children who are eligible for the extended funding can attend for up to 11 additional hours for 51 weeks. A consumable fee is charged per hour of funding that is claimed.

Further guidance

- If you receive Universal credit, you may be able to get help towards the cost of childcare. For further information, call the tax credit helpline on 0845 300 3900 or visit: www.hmrc.gov.uk/taxcredits.

Parental involvement

Policy statement

At Littleworld Day Nurseries we believe that parents and staff need to work together in partnership in order for children to receive the quality of care and early learning to meet their individual needs. We welcome parents as partners and support a two-way sharing of information that helps establish trust and understanding. We are committed to supporting parents in an open and sensitive manner to include them as an integral part of the care and early learning team within the nursery.

The key person system supports engagement with all parents and will use strategies to ensure that all parents can contribute to their child's learning and development. Parents contribute to initial assessments of children's starting points on entry and they are kept well informed about their children's progress. Parents are encouraged to support and share information about their children's learning and development at home. The key person system ensures all practitioners use effective, targeted strategies and interventions to support learning that match most children's individual needs.

When we refer to 'parents' we mean both mothers and fathers; these include both natural or birth parents, as well as stepparents and parents who do not live with their children but have contact with them and play a part in their lives. 'Parents' also includes same sex parents, as well as foster and adopted parents.

The Children Act (1989) defines *parental responsibility* as *'all the rights, duties, powers, responsibilities and authority which by law a parent of a child has in relation to the child and his property'*.

Procedures

- Recognise and support parents as their child's first and most important educators and to welcome them into the life of the nursery. We have a means to ensure all parents are included - that may mean we have different strategies for involving parents who work or live apart from their children.
- We ensure on-going dialogue with parents to improve our knowledge of the needs of their children and to support their families.
- Generate confidence and encourage parents to trust their own instincts and judgement regarding their own child.
- Welcome all parents into the nursery at any time and provide an area where parents can speak confidentially with us as required.
- Welcome nursing mothers. The nursery will make available a private area whenever needed to offer space and privacy to nursing mothers.
- Ensure that all parents are aware of the nursery's policies and procedures. A detailed parent handbook will be provided, and our full policy documents will be always available to parents
- We provide information about opportunities to be involved in the setting in ways that are accessible to parents with basic skills needs, or those for whom English is an additional language.
- We welcome the contributions of parents in whatever form these may take.
- Maintain regular contact with parents to help us to build a secure and beneficial working relationship for their children
- Support parents in their own continuing education and personal development including helping them to develop their parenting skills and inform them of relevant conferences, workshops and training.
- Create opportunities for parents to talk to other adults in a secure and supportive environment through such activities as open days, parents' evenings and nursery events such as stay and plays.
- Inform parents about the range and type of activities and experiences provided for children, the daily routines of the setting, the types of food and drinks provided for children and events.
- Operate a key person system to enable parents to establish a close working relationship with a named practitioner and to support two-way information sharing about each child's individual needs both in nursery and at home. Parents are given the name of the key person of their child and their role when the child starts their settling in visits.
- Inform parents on a regular basis about their child's progress and involve them in shared record keeping. Open evenings will be held at least twice a year. The nursery will consult with parents about the times of these to avoid excluding anyone.
- Actively encourage parents to contribute to children's learning through sharing observations, interests and experiences from home. This may be verbally, sharing photographs or in written form.

- Consider and discuss all suggestions from parents concerning the care and early learning of their child and nursery operation.
- Provide opportunities and support for all parents to contribute their own skills, knowledge and interests to the activities of the nursery including signposting to relevant services, agencies and training opportunities.
- Inform all parents of the systems for registering queries, compliments, complaints or suggestions, and to check that these systems are understood by parents.
- Make sure all parents have access to our written complaint's procedure.
- Share information about the Early Years Foundation Stage, young children's learning in the nursery, how parents can further support learning at home and where they can access further information.
- Provide a written contract between the parent(s) and the nursery regarding conditions of acceptance and arrangements for payment.
- Respect the family's religious and cultural backgrounds and beliefs and accommodate any special requirements wherever possible and practical to do so.
- Inform parents how the nursery supports children with special educational needs and disabilities.

In compliance with the Safeguarding and Welfare Requirements, the following documentation is in place:

- Admissions Policy.
- Complaints procedure.
- Record of complaints.
- Developmental records of children.

Making a complaint

Policy statement

At Littleworld Day Nurseries we believe that parents are entitled to expect courtesy and prompt, careful attention to their individual needs and wishes. We hope that at all times parents are happy with the service provided and we encourage parents to voice their appreciation to the staff concerned.

We record all compliments and share these with staff.

We welcome any suggestions from parents on how we can improve our services and will give prompt and serious attention to any concerns that parents may have. Any concerns will be dealt with professionally and promptly to ensure that any issues arising from them are handled effectively and to ensure the welfare of all children, enable ongoing cooperative partnership with parents and to continually improve the quality of the nursery.

We have a formal procedure for dealing with complaints where we are not able to resolve a concern. Where any concern or complaint relates to child protection, we follow our Safeguarding Children and Child Protection Policy.

Procedures

We keep a written record of any complaints that reach stage two and above, and their outcomes. This is available to parents, as well as to Ofsted inspectors on request

Making a complaint

Stage 1

- If any parent should have cause for concern or any queries regarding the care or early learning provided by the nursery, they should in the first instance take it up with the child's key person or a senior member of staff/room leader.
- Most complaints should be resolved amicably and informally at this stage.

Stage 2

- If the issue remains unresolved or parents feel they have received an unsatisfactory outcome, then they must present their concerns in writing as a formal complaint to the nursery manager. The manager will then investigate the complaint and report back to the parent within 28 working days. The manager will document the complaint fully and the actions taken in relation to it in the complaints file. (Most complaints are usually resolved informally at stage 1 or 2.)
- We keep written complaints from the parents/carers in the child's personal file. However, if the complaint involves a detailed investigation, the nursery manager may wish to store all information relating to the investigation in the separate file designated for complaints.

Stage 3

- If the matter is still not resolved, the nursery will hold a formal meeting between the manager, parent and a senior staff member to ensure that it is dealt with comprehensively.
- The nursery will make a record of the meeting and document any actions.
- All parties present at the meeting will review the accuracy of the record and be asked to sign to agree it and receive a copy. This will signify the conclusion of the procedure.
- This signed record signifies that the procedure has concluded. When the complaint is resolved at this stage, the summative points are logged in the Complaint File.

Stage 4

- If the matter cannot be resolved to their satisfaction, then parents have the right to raise the matter with Ofsted. Parents are made aware that they can contact Ofsted at any time they have a concern, including at all stages of the complaint's procedure, and are given information on how to contact Ofsted. Ofsted is the registering authority for nurseries in England and investigates all complaints that suggest a provider may not be meeting the requirements of the nursery's registration. They risk

assess all complaints made and may visit the nursery to carry out a full inspection where it believes requirements are not met.

- A record of complaints will be kept in the nursery. The record will include the name of the complainant, the nature of the complaint, date and time complaint received, action(s) taken, result of any investigations and any information given to the complainant including a dated response.
- Parents will be able to access this record if they wish; however, all personal details relating to any complaint will be stored confidentially and will be only accessible by the parties involved. Ofsted inspectors will have access to this record at any time during visits to ensure actions have been met appropriately.

Contact details for Ofsted:

Email: enquiries@ofsted.gov.uk

Telephone: **0300 123 1231**

Parents will also be informed if the nursery becomes aware that they are going to be inspected and after inspection the nursery will provide a copy of the report to parents and/or carers of children attending on a regular basis.

Legal framework

- Data Protection Act (2018)
- Human Rights Act (1998)
- Police Act 1997
- DBS code of practice
- Freedom of Information Act (2000)
- Children Act (1989)

Further guidance

- Information Sharing: Guidance for Practitioners and Managers (DfE May 2024)
- Information Sharing: Advice for practitioners providing safeguarding services to children, young people, parents, and carers. (DfE May 2024)
- What to do if You're Worried a Child is Being Abused (HMG 2018)

This policy was adopted by Littleworld Day Nurseries Ltd.

On 28th September 2026

And will be reviewed no later than September 2027