

Hello & welcome to



When your child starts Pre-School as well as being an exciting time it can also be a worrying time as this may be the first time that you are leaving your child. We hope that this prospectus will help you to feel more at ease in your preparation before meeting us and getting to know each other.

Our setting

Established in 1978 and situated on the grounds of Fairways Primary School, we are a Registered Charity that is run by a committee of parents. We have a strong team who are committed and are fully trained. Most of our staff are mums and totally understand it's not easy leaving your child in someone else's care, we are like an extended family! We have strong links with Fairways Primary School and also Rascals day nursery that are also on the site of Fairways Primary school. We work in partnership with all outside agencies and have strong relationships with parents.

Our Aims

At Fairways Preschool we strive to create a warm stimulating environment where learning is fun. We treat each child as an individual in an atmosphere that celebrates diversity.

Our aims are:

- To provide a safe secure environment which extends and develops all 7 areas of learning.
- To maintain the standards and guidance set out by Ofsted and to regularly reflect and develop our practice.
- To provide good working relationships with parents/carers and children.
- To ensure that good communication skills are in practice throughout the organisation.
- To provide a wide range of experiences for children to have fun whilst exploring and developing their skills to the best of their ability.
- To ensure children, staff and parents have a good understanding of healthy lifestyles.

Our team

We have a varied staff team, each bringing their own individual characters and talents to the group. All of our current staff hold relevant qualifications and most are experienced mums themselves.

Here at Fairways Preschool we welcome students who are either on work experience or placements from schools and colleges. Students and volunteers are highly supervised at all times. Adult helpers, the Committee and all staff members have current checks from the Disclosure and Barring Service and these are checked regularly.

As well as gaining qualifications in Early Years Care and Education, all staff take part in further training to help them keep up to date. Every member of staff is trained regularly in First Aid, Safeguarding and Food Hygiene. The setting also keeps itself up-to-date with best practice as a member of the Pre-School Learning Alliance, under 5 publications, Nursery World and updates from the DCSF (Department of Childhood Services and Families) and Department for Education.

Parents

We promote positive relationships and see parents as partners within our setting. Parents help us to shape the service that we offer. Parents are valued and respected, they are kept informed, consulted, involved and included at all levels. There are many ways parents can be involved in the life of our setting such as volunteering, sharing their own special interests with the children, attending fund raising events, joining the committee, helping out on local outings and much more.

Should any parents/carers have difficulties in reading any of our documents for any reason then please mention this to us and we will be happy to accommodate any changes needed where we are able to.

Our Committee

We are run by a Committee made up from parents and carers both past and present, we are always looking for new parent/carers to help. The Committee is legally responsible for the group and helps to make decisions, arrange fund raising events, review and pass policies and liaise with Ofsted. All parents and carers are welcome to attend meetings even if they are not on the Committee. We depend on our fund raising events which help us to provide activities to enrich your child's learning. Fund raising also goes towards the up keep of our amazing resources. Your role within the committee does not need to be a big one any help is gratefully accepted. Our Annual AGM is usually held in October; this is when we vote in our new Committee members. Please support us as we cannot continue to run without a Committee. We need parents and carers present to vote so please try to commit to attending this AGM in order for voting to take place.

Children

In our safe and stimulating environment, every child is given generous care and attention with our high staff ratio and volunteers/students. Every child has the chance to join with other children to play and learn together. Children are helped to take forward their learning and development by building on what they already know and can do.

During their time with us we encourage and foster healthy eating, exercise and health awareness. We have physical play all year round both indoors and outdoors with the use of the school hall each week for assault courses, parachute etc. Health and hygiene is actively promoted throughout each session.

We also advocate British Values and will actively nurture good manners/ kind hands within the setting. Children are encouraged to have a voice and to influence their own learning through their interests. We believe that every child is a unique individual who has the right to be treated fairly and equally, free from discrimination and with care and respect. Children and families are valued and respected by our dedicated team, who cater for all individual needs,

ensuring we maintain inclusive practice at all times.

Family App

Communication is key in any relationship and none more so than the relationship you have with your child's Preschool. Here at Fairways Preschool we use the most up to date Nursery Management Software to improve communication. Famly is a digital platform that provides us with an all-in-one solution for communication, learning journeys, and invoicing. Parents are able to use Famly anywhere across all devices, free of charge.

The app runs on computer, tablets and smartphones. Parents will be able to:

- Stay informed of your child's learning and development through their online learning journey.
- Parents can add their own observations to their child's learning journey.
- Receive and send private messages to staff and the supervisor safely and securely
- Report sick days and holiday to the Preschool with one click
- See photos and videos of their child's day
- Alerted accidents instantly
- Get status updates and receive important reminders
- View their child's sessions and invoices

On our open day you will be asked to sign a consent form to access the Famly App, if you do not want to join the app please see the supervisor and we can arrange another form of communication.

Learning through play

We offer a safe, caring environment, which encourages children to play and explore.

Play is very important to a child's development; it is an integral part of a child's Early Years Foundation Stage and supports their learning journey too. Young children can develop many skills through the power of play. They may develop their language skills, emotions, creativity and social skills. Play helps to nurture imagination and give a child a sense of adventure. Through this, they can learn essential skills such as problem solving, working with others, sharing and much more. In turn, this helps them develop the ability to concentrate.

We provide children with a range of activities and resources which will help them to make progress in each area of learning and development, this is shared with you through our online Famly App. We explore a range of cultures and festivals throughout each year and especially embrace those that reflect the families attending our setting. We often ask families to join/share this with us. If you prefer for your child not to take part in these then please speak to your child's key person. We provide multi-lingual resources from a variety of cultures and countries and from all areas of the community.

We invite a variety of visitors throughout the year to share skills and activities with the children. Please be aware that under no circumstances are our visitors left alone or unsupervised with the children. Examples of visitors we have had are Oral Health Services, Party Pets (a variety of animals and lizards), The Fire Brigade, Talking Tots and a circus workshop, to name a few. What skills or interests would you like to share with us? We enjoy and encourage parental involvement and that of the wider family, please speak to Tracy or Sam if you can come in either regularly or for a one off visit. We will also invite you in at other special times during the year. If your child has a special interest let us know and we will see what exciting activities we can plan here at Preschool.

Our timetables and routines

The routines and activities that make up the session are provided in ways that help each child to feel that they are valued as a member of the setting; ensure the safety of each child; help children to gain from the social experience of being part of a group; and provide children with opportunities to learn and help them value learning.

We organise our sessions so that children can choose from, a range of activities and in doing so, build up their ability

to select and work through a task to its completion. The children are also helped and encouraged to take part in adult led small and large group activities indoors and outdoors which introduce them to new experiences and help them to gain new skills, as well as helping them to learn to work with others. Our outdoor area is an extension of our classrooms where the children can develop in all areas whilst having the freedom to explore the great outdoors. We are extremely lucky to have large fully resourced outside areas including a large static climbing frame and swing area. You will notice that your registration form asks for permission for us to take your children out locally during session times. This will be for visits such as Belfair's Park Woods and also to nearby shops. Any excursions further afield we will seek your separate permission first. All visits will be supervised and kept within appropriate ratios.

Special Needs

As part of the setting's policy to make sure that its provision meets the needs of each individual child, we take account of any special needs a child may have and work with outside agencies involved with your child. We have two designated SENco's (Special Educational Needs Co-Ordinators) on the premises. We work together with Speech and Language Therapists or any other professional bodies as appropriate to meet the needs of your child.

Transition from home to playgroup



We arrange stay and play appointments for you to attend, these are held on two open mornings in September these appointments are a time for you to look through paperwork with the key person and for your child to be familiar with their surroundings. We are very aware that you are your child's first educator so this time to share and build trust is vital. If you have concerns at any time please chat with either your key person or the supervisor at hand. Please note that all of your family are welcome to visit, especially those that may come to pick up the children from us so that we can get to recognise them too.

Through our key person approach our friendly staff support and encourage your child, enabling them to reach their full potential, feel loved and understood, and promote their health and well-being at all times. A bond will be built with them and the key person, this will enable the key person to really get to know your child. At key meetings you can discuss your child's online learning Journey and development with your key person. This is available at any time through the Family App. Individual targets are set throughout their time with us, this will also be discussed at parent meetings. If your child attends another setting, with your permission we will liaise with them so that we are working together for your child.

The key person will go through your welcome pack with you and give you hand-outs, links to policies via our website etc. She will also have some Home Activity Sheets for you. These will be shown and explained to you at your visit, please ask for more when needed. Parents and the wider family enjoy using these to provide written records of a child's achievement or experience at home or your child may like to draw their own account of what they have enjoyed. These are shared with your child's key person and will use it to implement planning ideas. Your child is also invited to share this with peers at circle times, this can help your child to build confidence with adult support as necessary.

We ask you to bring the completed registration form along with your child's birth certificate or passport and your child's Red development book so we can check immunisations. Tracy/Sam will go through these with you, Please see the accompanying letter for details.

Absence/Illnesses

If your child is ill or unable to attend Playgroup **you must contact Preschool on 01702 421180 or through the Family App prior to registration** so that we can record your child's absence and the reason. We have to inform the Local Authority of low attendance and they may withdraw funding. **Sessions will have to be paid for when your child is off sick or holiday leave.**



From time to time we may have unwanted little visitors (head lice) come to playgroup. We would therefore ask you to check your child's hair regularly for these; if any evidence is found then the child and the whole family should be treated before the child attends Playgroup again. Please also advise staff of any action taken. In the event of your child found to have head lice whilst attending Playgroup we would inform you and ask that your child should be collected and treated accordingly before he/she attends their next session with us.

Please also note that should your child have had sickness or diarrhoea they **must be given 48 hours recovery after the last episode** before returning to Playgroup. We must be notified of this or any other contagious illness so that we can replace playdough, sand etc. and clean equipment. We will ask that you follow the advice that we have been given by Essex Area Health Protection Unit. We have to inform them of two or more cases of these illnesses.

Accidents are recorded on our family app, the app will notify you and once you have read and acknowledged it the app will notify ourselves. Should we have any concern regarding an accident then we would telephone you immediately and ask you to come and collect your child. Vigilant risk assessments take place before we open, use the outside area or hall, prepare snacks and at the close of each day. We maintain appropriate staff ratios throughout each session.

Safeguarding children

As a setting we have a duty under the law to help safeguard children against suspected or actual 'significant harm' and may have to contact Social Services if we have a concern. Our employment practices ensure children against the likelihood of abuse in our setting and we have a procedure for managing complaints or allegations against a member of staff should it ever happen.

Our way of working with children and their parents/carers ensures we are aware of any problems that may emerge and can offer support, including referral to appropriate agencies when necessary, to help families in difficulty. Staff receive annual Safeguarding training and are all trained and have regard to the PREVENT duty. Please be aware that we record any bumps/ bruises that children come in with and ask you to sign against these records.

Cost



Fees from September 2025 will be £18.50 per session (please note that sessions fees are reviewed throughout the year). **All absences need to be paid for.** You will receive an invoice through the Family App and this will need to be paid for on site, we accept cash, cheque, card and apple pay.

Fees will be invoiced in advance on a termly basis, you can pay the fees, weekly, monthly, half termly or termly and as long as you pay in advance before accessing sessions.

If you are experiencing financial difficulties regarding the payment of fees, please let Tracy know and an agreed payment plan can be set up for you. Please see Tracy/Sam/Vicky with your payments. Arrears in payments may result in your child losing their place at playgroup. We will not charge fees if we are shut but all fees are payable when we are open even if your child is absent.

Additional services

All children are able to purchase lunch cover at £5.50, and bring their own lunch this enables them to stay all day if accessing the morning and afternoon session on that day, providing places are still available. Those accessing the 30 hours funding will be able to claim lunch as funded hours. Parents accessing the 30 hours will need to register with HMRC on <https://www.childcarechoices.gov.uk/>

Universal Nursery Education Funding (3-4 yr olds)

Our group is registered to receive Nursery Education Funding from the Local Education Authority and children are eligible to receive this funding, subject to meeting certain criteria, the **funding period after** their 3rd birthday.

I.e. If your child's birthday falls between:-

1st April - 31st August - funding starts in September.

1st Sept - 31st Dec - funding will start in January.

1st Jan - 31st March - funding starts in April

Playgroup will apply for this funding directly from the LEA having seen evidence from parents/carers to verify their child's date of birth (shown at visit). We will need every parent of a funded child to fill out one of our Funding Declaration Forms every term in order for us to be able to request this funding.

Universal funding entitlement is currently up to 15 hours per week. Funding can be taken split between 2 providers. E.g. 6 hours at one provider and 9 hours at another provider. If you are using split providers this must be recorded on your child's Funding Declaration form. Please note that any increases in hours for funded children after the headcount day in each term will need to be paid for as we cannot put in a second claim.

Working parent 30 hours Education Funding – from 9 months to 4 year olds.

We offer places for children who are eligible for the 30 hour working parent funding, parents will need to register with HMRC on <https://www.childcarechoices.gov.uk/>

You will register into a contract with them and will be allocated an eligibility code which you need to give to the playgroup with your National Insurance number (this number is active for 3 months – you must ensure that you log back into your account when this time period is coming to an end). Failure to register by the deadline dates will result in funding being **unavailable**. They will not accept any requests after these dates. HMRC will notify you when you need to do this. HMRC dates are as follows:- Sept- Dec funding – register before 31st August . Jan – March funding – register before 31st December ,April – July funding – register before 31st March Please register within the time scales given and supply us with this number. Failure to register will incur fees being paid to the setting.

Free education and childcare for families of 2-year-olds receiving additional support.

Southend Local Authority is responsible for the implementation of the universal or disadvantaged 2-year-old entitlements 'Two Year Old Funding' so parents can access high quality early years provision up to 15 hours, 38 weeks in the year.

Parents can get funded place for 15 hours a week for their 2 year old if they receive some additional forms of financial support from the government. Parents can check their eligibility criteria and make an application on the Southend citizen portal, If eligible or apply through <https://www.childcarechoices.gov.uk/> you will receive a code which you must pass on to us.

We display posters with the current criteria to access this funding. To apply for the disadvantaged 2 year funding via

the Citizen's Portal go the following portal to get your unique reference number that **the setting will need prior to your child accessing sessions** with us <https://one.southend.gov.uk/CitizenPortal> **LIVE Funding is only available from the day the online application is approved – any delay will mean you are charged for your child's hours beforehand.**

We can check your eligibility onsite for you before the end of our summer term if you do not have access to the internet. Please contact us on 01702 421180 to arrange this or you can contact the Local Authority – Joan Gibbons 01702 212071 for this. 2 year old funding terms are in line with 3-4 year old funding.

We provide details of children's non-attendance for all funded sessions other than significant illnesses/holidays when claiming funding. We inform the Local Authority of attendance below 90% in line with our Funding Contracts. They carry out an investigation. All absences must be reported before registration.

Opening days

Important - We operate 38 weeks a year. See terms below. We are able to close for one day in each term in line with Funding agreements. We are entitled to charge extra for activities held within these days. Please see as follows:-

Autumn Term

1st September – 19th December 2025 1st and 2nd open days for new starters, Half Term closure: 27th October – 31st October. Closure Day 18th December: Optional Christmas Party will be held on this day – a charge is applied. 19th December closure day.

Spring Term

5th January – 27th March 2026 Half Term closure: 16th – 20th February. Closure Day Monday 26th March. Optional Spring Party will be held on this day – a charge is applied.

Summer Term

13th April – 20th July 2026 Half Term closure: 25th May – 29th May. Closure Day 20th July. (Children's last day will be 17th July)

Early Years Pupil Premium (EYPP)

Some of our funded 3-4 year old children may be eligible for extra funding if in receipt of certain benefits or Local Authority care in order to help us to narrow attainment gaps. We will receive this if any of your details entered on your funding form meet the eligibility criteria as set by the Local Authority. This is payable on the Universal Funding up to 15 hours only, therefore, parents accessing 30 hrs across two providers will need to choose which provider they will claim the Universal hours at and inform them.

If your child is eligible your child's key person/supervisor will discuss with you how this will be used for your child's learning and development. This will be documented in your child's journey on the Family app.

Disability Access Funding

If your child is accessing an early education funding place and is in receipt of Disability Living Allowance, we could be eligible for extra funding to help support your child. Please let us know.

Tax-free Childcare

You can now apply for an on-line Tax-free Childcare Account to get help with your fee paying childcare costs. For

every £8 you pay in, the Government adds an extra £2 into your account.

Website: <https://www.childcarechoices.gov.uk/> and follow the childcare provider checker link.

Emergency closure

If for any reason our playgroup had to unexpectedly close we would contact the parents/carers immediately to make arrangements for their child to be collected. We follow advice from Fairways Primary School site manager and may have to close in very severe weather etc.

The supervisor/deputy will inform parents/carers attending that session the reason for the closure. We will also put a notification on our Family app/Facebook/Website. In snowy/icy conditions please telephone the setting before leaving home to check we are still open. Parents will not be charged session fees for any unavoidable closures.

Morning sessions (8.35 - 11.35 am)



Our onsite entrance door will be through Fairways Primary school playground adjacent to the back car park, you can access this area via The Fairway or Bohemia Chase. We ask that your children line up with you outside our door and not run around until the doors open at 8:35am. Collection will be at 11:35am at our back gate via The Fairway.

Once on site children will choose their picture/name and post this in the box and they will be marked off the register for attendance. Children will be shown their pegs where they will be encouraged to hang their belongings up independently. After hanging their belongings they will need to wash their hands ready to engage in play. Any accessories such as gloves and scarves should be placed inside their own named bag (no drawstring or carrier bags please for safety reasons).

Please be aware that playgroup reserves the right to charge for any children that are late being picked up or dropped off from either session. This compromises our ratios. Tariff - £5 for each 15 minutes late.

Afternoon sessions (12.20 - 15.20)

Please line up at our back gate via The Fairway and a member of staff will let you in our grounds to drop your child off. Pick up at the end of the day is from our entrance via the Primary School.

If you have given permission for certain people to collect your child, they may not be aware of the procedures, please ensure that any grandparents/friends etc. know these procedures. We may not have met that person before and therefore may challenge them, they will be asked their name and the information given will be checked against the authorisation you have given us. Please note this is for the protection of your child.

We will endeavour to open the doors on time and ask that you to arrive promptly to collect your child. Children may only be taken by an adult, older siblings are expected to stay with their parents. Due to being open continuously in the day children must be collected promptly at the end of the morning so that staff can cover lunches.

Access in and out of playgroup

As users of Fairways Primary School site we need to adhere to their health and safety rules in order to keep our children safe too. **Important - There is strictly no use of the school's driveway/car park by vehicle or on foot. The car park is for Rascals Nursery and staff only.** Please ensure that any other adult who picks up your child does not use this driveway either. All users need to use the designated pathways. School site staff alert us if playgroup users are seen parked in the top car park and this compromises our position with them. Please park in local roads only.

Drinks and Snacks

Government funding is not intended to cover the cost of snacks. Therefore, our snack fee is an extra cost. Our snack charge is 30p per session this will be shown on your Invoice as snacks. The setting makes snacks a social time. We encourage all of our children to try different foods but they may choose not to have some. We provide your children with healthy and nutritious food from a variety of different food groups. (Please see our termly menu we send out). Children often try different foods alongside their friends. During snacks time we talk to the children about what type of food they are eating and what it contains. E.g. Cheese is a dairy food, it has calcium in it which helps your bones and teeth. The children enjoy guessing what their food does for them. It is also a great way for fussy eaters to give in to peer pressure and try new foods because their friends are!

It is preferable for all children to have our snacks but if you choose for your child not to partake in our snacks then you may provide a small healthy snack from home. We do not allow cakes/sweets/chocolate/crisps as this would be unfair for those children eating our healthy snack. Foods must be labelled clearly and not contain nuts or traces of nuts at all due to our many allergies etc. Please speak with Tracy if this is an option you would prefer.

We provide guidance on what foods we expect to see in children's lunch boxes and expect parent's co-operation and consideration in both the contents and the portion size. We do not allow cakes/biscuits/sweets/chocolate or fizzy drinks in lunch boxes. We promote healthy eating.

Every child is provided with and is entitled to 1/3rd of a pint of milk free of charge and we actively encourage children to drink healthy drinks (offered milk or water) and to eat tasty healthy snacks from a variety of cultures.

Please note that it is your responsibility to advise us of any allergy or special dietary requirements that your child may have or may develop whilst they are at Pre-School and to provide alternatives. Snacks time is a social occasion and you will be aware of your children learning Makaton signing which supports language throughout these times.

We encourage life skills and British Values - having manners, using cutlery, clearing up little spills on the table, helping others, selecting food and of course healthy eating. Snacks preparation is risk assessed and any allergens in either snacks or activities are displayed on our lunch trolley. A risk assessment for each individual child with a food allergen is kept on file.

Should your child have a severe allergy we will need to know before your child starts in order to set up a care plan in advance. A doctor's letter and other documentation must be submitted to our Insurance company and receive clearance before your child can start. Due to allergies/ choking hazards, please check that your child does not have any food/sweets in their pockets or bags, thank you. It is vital that you check bags and your child's pockets etc before leaving our premises as we have had all sorts of objects left in them that parents have not known that their children have put in! **We are very hot on this!**

We ask you to provide an empty clear rigid drink bottle clearly labeled with your child's name. This is to reduce waste from disposable cups and will help to prepare your child for school. Staff take these out onto the grounds when we go out and we top these up during the day as needed encouraging drinking water. Please take this home at night and wash out.

Fresh drinking water is available and accessible to children at all times.

All children at Pre-school may stay over lunchtime if they are staying for both morning and afternoon sessions according to availability; cost £5.50 if not funded. Please see the Extended Nursery Education Funding section to check for funding eligibility.

Clothing/Outdoor Play

Please clearly label children's coats, any bags and personal possessions. Children do not always recognise their own belongings and we are left with a number of items of unclaimed property. For children in nappies/toilet training please provide nappies, baby wipes and nappy sacks as needed and suitable for your child.

Each child will have their own named photo peg. We encourage the children to gain the skills that help them to be independent and look after themselves. These include taking themselves to the toilet and taking off, and putting on, outdoor clothes. Clothing that is easy for them to manage will help them do this *i.e not gloves (mittens are easier and keep the fingers warmer) no dungarees. Velcro shoes instead of lace up etc.* A change of clothes and footwear for younger children and those that may have toileting accidents still is advisable. We do keep a small supply of spare clothing but this can run out fast and children are comforted by their own belongings.

In sunny weather please apply sun cream to your child before attending their session as some creams take a while to be effective. Please do not send them in with bare shoulders, strappy sandals or crocs. They need suitable shoes for climbing, riding bikes or for running around. Sunhats are worn when needed in our outside play and we will top up sun cream when necessary. Children develop and enrich their learning experiences through going outside in a variety of weather conditions; therefore, we will go outside in the rain, snow etc. so please provide wellies and raincoats. We may use our rain capes that slip over the top of your child's coat in very wet weather. Coats must still be worn.

Messy play

Please send children in clothes that you don't mind getting mucky. We have paints, glue, water play, gardening and mud pie making etc. Overalls are provided but accidents do happen and children are encouraged to be independent in removing overalls, washing hands etc. If a child refuses to wear an apron we would still allow them to partake in that activity, it is more important to us they want to participate. Preschool have their own T-shirts on sale that many parents like to buy and put on over their child's own clothes. Their child also knows that when they wear their t shirt they are going to playgroup that day. These will be available to buy at the open days and at the end of sessions.



Facebook

Our setting has a Facebook page for local community, This group is here to help share events happening in the local community, support local families and a chance for businesses to promote themselves once a week. We will normally send fundraising events for you to see. We use this site for advertising only.

Miscellaneous

Fairways Preschool Playgroup is inspected by OFSTED and copies of our latest inspection report are available to view online at [www. Ofsted.gov.uk](http://www.Ofsted.gov.uk) or a copy can be made on site.

All of our working practices, policies and procedures are kept in our Operational Plan onsite. Copies may be obtained for any policies on request, these are regularly updated. Children's views are gained and taken into accounts for areas such as Equal Opportunities and Safeguarding.

Our policies include Equality, Inclusion and Valuing Diversity, Allergies, No Smoking, Health and Safety, Safeguarding Children and Child Protection, Special Educational Needs/ Disability, Information sharing and E-Safety.

Complaints procedure

A parent/carer, who is uneasy about any of playgroup's provisions, should first of all talk over any worries and anxieties with the Supervisor/s. If this does not have a satisfactory outcome the parent/carer should put the concerns or complaints in writing and request a meeting with the Supervisor and the Chairperson of the Committee. A more comprehensive copy of the Playgroup's complaints procedure is provided on our notice board, please ask for a copy if you wish. At Playgroup the staff endeavour to offer a welcome to every child and their family. We aim to provide a warm and caring environment in which your child can learn and develop through play. We are always ready and willing to talk with you about your ideas, views or questions.

Please note that we have a Zero Tolerance of abusive or aggressive behaviour including swearing. Our staff come to work to care for your children, and it is important for all members of staff to be treated with courtesy and respect. Aggressive or violent behaviour towards our staff or any of our users (to other parents or in the presence of children) will not be tolerated under any circumstances.

Anyone using inappropriate language to members of staff, either in person or over the telephone, will be sent a letter from our Chairperson advising that this behaviour will not be tolerated. Any further unwanted behaviour will result in a ban from entering the premises (another adult may need to drop off/pick up your child). There will be no appeal process.

Information we hold about you and your child

We have procedures in place for the recording and sharing of information (data) about you and your child that is compliant with the principles of the General Data Protection Regulations (2018) as follows:

The data we collect is

- Processed fairly, lawfully and in a transparent manner in relation to the data subject [you and your family]
- Collected for specified, explicit and legitimate purposes and not further processed for other purposes incompatible with those purposes.
- Adequate, relevant and limited to what is necessary in relation to the purposes for which data is processed.
- Accurate and, where necessary, kept up to date.
- Kept in a form that permits identification of data subjects [you and your family] for no longer than is necessary for the purposes for which the personal data is processed.
- Processed in a way that ensures appropriate security of the personal data including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or organisational measures.

When your child starts with us we will provide you with a Privacy Notice which gives you further details of how we fulfil our obligations with regard to your data.

See our Welcome Leaflet when joining.

We hope that you and your child enjoy being members of our setting.