



Shipton Bellinger Preschool Parent Handbook

Shipton Bellinger Preschool
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Registered Charity Number 1034047

Welcome to Shipton Bellinger Preschool

Here at Shipton Bellinger Preschool we like to work in partnership with parents to support children on their journey to school. We use an online learning journal where we share development, wow moments and group interactions. Parents are encouraged to help us get a full picture of learning by adding observations through the app. All we need is an email address and a signature. At the end of your child's time with us we will download the journal for you to keep forever. We have a closed Facebook page where we share information, events and what we have been doing through our week. We like to set monthly challenges to promote home learning preparing the children for school - you can add these to the children's learning journal too.

Education:

Preschool is an educational establishment, here at Shipton Bellinger Preschool we learn through play. Play is an essential part of every child's life, and it forms their first experiences of early learning. It gives children the chance to develop physical, social, cognitive, and emotional skills, using a range of resources. This helps to form the foundations of learning in literacy, maths, and social skills. It also gives children the opportunities to explore failure in a fun and positive way, take risks and find ways to overcome these with help and support, when needed from the adult.

We support children's play by following their interests, extending their knowledge, and understanding by bringing as many areas of learning into their ideas. We ask open ended questions to support language development and to spark new ideas.

Outdoor play is just as important as indoor play. All weathers can be played in if appropriately dressed, we help to promote this at preschool.

We welcome all children from all walks of life, we support each and everyone as

Opening hours:

We are a term time only Preschool following the Hampshire term times dates. We have 5 training days that will be set out each year.

The preschool opening hours are 8.50-3.20. We offer sessions in the morning, afternoon, and full days.

Morning without lunch 8.50-11.50

Morning with lunch 8.50-12.50

Afternoon with lunch 11.50- earliest leaving time 2.50

Afternoon without lunch 12.50-2.50

We offer three different leaving times - 2.50, 3.05, 3.20

Daily routine:

Our daily routine is flexible and will go with how the children would like to play, this is a rough idea our day: 8.45-9.00 Children arrive, the school gate will be closed at 9am please make sure you are in before then. If you are running late go to the green security gates and call the preschool, a member of staff will come to meet you.

Free flow between inside and outside with various activities on offer. Adults will be leading activities to offer new experiences, consolidate or extending knowledge. Free flow snack is offered between 10.15-10.45. 11.40 - 11.50 Group time, in the current situation these groups will be split down into small groups where they will play a game, sing songs, read stories.

12.00-12.50 Lunch time - on busier days lunches will be over two sittings.

Free flow between inside and outside with various activities on offer. Wake up and shake up movement is offered. Adults will be leading some activities to offer new experiences or consolidating/extending knowledge.

Please make sure your child is clothed for the weather, we will be allowing children to go out in all weathers. We ask for a donation for snacks of 50p per day to allow us to buy a variety of foods for the children to experience.

Lunchtimes at Preschool:

Please consider what your child likes to eat. Make their lunchbox a mix of yummy, healthy, easy to open foods that they enjoy. Try to not give them foods they have never tried before. You can send a drink for your child to have at lunch time, we will still offer them their water bottles. We would like to make you aware that we will be wiping lunch boxes down before they enter the building. Staff will eat with the children to role model good eating and table manners.

We are a NO NUT preschool

Fees:

There is a £10 admin charge which also holds the child's sessions. The fees are £5 per hour, this is payable within 5 working days of the invoice being issued. If fees are not paid your child's place maybe removed until the account is up to date.

Funded spaces:

We take children with 2, 3 and 4-year-old funding. We can offer advise to see if you are eligible for the 2-year funding or extended funding once over 3. Funding starts the term after the child's birthday. Please go to <https://www.childcarechoices.gov.uk> to find out about funding or how to reduce childcare costs.

Bag list:

We will be asking for your child's bag to stay in preschool, it will be sent home at the end of every half term for you to look through. We are asking for no toys to come in from home unless a comforter that can stay with us for the foreseeable future. If your child does need a comforter please bring a duplicate or a substitute

- Spare clothes - a full outfit including underwear. We will send home any soiled/wet items, please bring a new set the next time your child comes to preschool
- Weather appropriate clothing, coat, hat, shoes. We do have waterproof trousers.
- Nappies and wipes if your child needs them, we do not have spares. If we do not have any you will be called to drop bring some in.

If you have spoken to staff about medication that will be staying in preschool do not leave it in their bags, give it to a member of the team who will put it in the appropriate place.

Keyperson:

Every child is assigned a keyperson, this person will start to build a relationship with your child from the moment they meet. Your child's key person will write observations on your child, keep track of their development and report to you how they are doing through regular handovers, termly assessments and parents' evenings. To support the key person you can send in on tapestry different things you do at home - children can act differently in different places and you sending in clips to us will help the key person build a really good idea of your child. These are also really good conversation starters and supports your child to use their memory to recap what happened. Please ask if you are unsure of who the key person is.

Terms and conditions:

1.0 Our obligation to you

- 1.1 We will inform you as soon as possible whether your application for a place has been successful. You must confirm within one week of receiving notification that you still wish to take up a place. If you do not then the offer of a place may be withdrawn.
- 1.2 We will provide the agreed childcare facilities for your child at the agreed times (subject to any days when we are closed). If we change the opening hours, we will give you as much notice of our decision as possible and, if necessary, will work with you to agree a change to your child's hours of attendance.
- 1.3 We will adhere to the principles of the General Data Protection Regulations (2018) when collecting and processing information about you and your child.

- 1.4 We will try to accommodate any requests you may make for additional sessions and/or extended hours of childcare.
- 1.5 We will notify you as soon as possible of any days we will be closed.
- 1.6 We will treat your child with the utmost respect and dignity. We will never use or threaten any type of punishment that could adversely affect a child's wellbeing.
- 1.7 We will provide you with regular verbal updates as to your child's progress and we will agree times to discuss with you the progress of your child or any other aspects of our childcare services as and when required.
- 1.8 We will comply with the requirements of the Early Years Foundation Stage and our Ofsted registration in regard to the childcare services we provide for your child.
- 1.9 We will provide you with details of our policies and procedures on request, which outline how we satisfy the requirements of the EYFS in our everyday practice.
- 1.10 We will maintain appropriate insurance to cover our childcare activities.
- 1.11 We will try to make a place available to any of your other children. However, we cannot guarantee that a place will be available.

2.0 Your obligation to us

- 2.1 You will need to complete and return our *Registration Form* to us before your child can start with us.
- 2.2 You must notify us immediately of any changes to the information you have provided to us and keep us informed of any other necessary information that may affect the childcare that we provide for your child.
- 2.3 The *Registration Form* includes medicine consent and emergency treatment authorisations which you will need to complete prior to your child attending.
- 2.4 You must immediately inform us if your child is suffering from any contagious disease, or if your child has been diagnosed by a medical practitioner with a notifiable disease. For the benefit of other children attending you must not allow your child to attend whilst they are contagious and pose a risk to other children during normal daily activities.
- 2.5 You must keep us informed of the identity of the persons who will be collecting your child. If the person who is due to collect your child is not usually responsible for collecting them, we will require proof of identity by telling us your chosen password. If we are not reasonably satisfied that the person collecting your child is who we were expecting, we will not release your child into their care until we have checked with you.
- 2.6 You must inform us immediately if you are not able to collect your child by the official collection time. You must make arrangements for another authorised person to collect your child as soon as possible. A late payment charge will be applied.
- 2.7 You will inform us as far in advance as possible of any dates on which your child will not be attending.
- 2.8 You will provide us with at least one month's notice of your intention to decrease the number of hours your child attends or to withdraw your child (and end this Agreement). If insufficient notice is given you will be responsible for the full fees for your child for one month from the date of notice. If you are ending this Agreement, notice must be given by completing our *Notification of Leaving Date* form which is available on request.
- 2.9 You must inform us if your child is the subject of a court order and provide us with a copy of such order on request.

3.0 Payment of fees

- 3.1 Our fees are based on an hourly fee that shall be notified to you in advance of your child starting. We may review these fees at any time but shall inform you of the revised amount at least one month before it takes effect. If you do not wish to pay the revised fee, you may end this Agreement by giving us one month's notice, by completing our *Notification of Leaving Date* form which can be obtained from our setting manager.
- 3.2 Fees must be paid on a monthly basis, in advance. We calculate the amount payable by you each month by multiplying the hourly Fee by the number of hours they attend each month. Fees may be paid weekly, in advance, by special arrangement.

- 3.3 All payments made under the Agreement should be by bank transfer or cash unless payment by cheque is agreed with us in advance. All payment, regardless of method, shall be made by you monthly, in advance 7 days from receipt of invoice. Late payments incur a late payment fee of £5.00 per week whilst amount remains outstanding (unless previously agreed with the committee.)
- 3.4 If you have requested additional sessions or have been unable to collect your child by the official collection time and we have as a result provided you with additional childcare facilities, we will raise the applicable charges under a separate invoice for payment.
- 3.5 No refund will be given for periods where the place is unfulfilled due to illness or holidays on the part of either party. We are closed on bank holidays and for 5 training days per year to support our continuing professional development for the benefit of children and families; no refund is given for this closure as this has already been taken into account when calculating your child's fees. We accept no liability for other costs which you incur if we are unable to provide childcare for any reason.
- 3.6 In the event of late collection of your child, we reserve the right to charge for each additional 15 minutes, or part thereof, on a pro-rata basis.
- 3.7 We ask you for a £10 admin fee when signing your child up to start with us.

4.0 Suspension of a child

- 4.1 We may suspend the provision of childcare to your child at any time if you have failed to pay any fees due.
- 4.2 If the period of suspension for non-payment of fees exceeds one month, either of us may terminate this Agreement by giving written notice, which will take effect on receipt of the notice.
- 4.3 We do not support the exclusion of any child on the grounds of behaviour. However, if your child's behaviour is deemed by us to endanger the safety and well-being of your child and/or other children and adults, it may be necessary to suspend the provision of childcare whilst we try to address these issues with you and external agencies as appropriate.
- 4.4 During any period of suspension for behaviour-related issues we will work with the local authority and where appropriate other welfare agencies to identify appropriate provision or services for your child.
- 4.5 If your child is suspended part way through the month, under the conditions stated in clause 4.3 we shall give you a credit for any fees you have already paid for the remaining part of that month, calculated on a pro rata basis. This sum may be offset against any sums payable by you to us.

5.0 Termination of the Agreement

- 5.1 You may end this Agreement at any time, giving us at least one month's notice by completing the 'Notification of Leaving Date' form.
- 5.2 We may immediately end this Agreement if:
- 5.2.1 You have failed to pay your fees with no explanation for this;
- 5.2.2 You have breached any of your obligations under this Agreement and you have not or cannot put right that breach within a reasonable period of time after we have drawn it to your attention;
- 5.2.3 You behave unacceptably, as we do not tolerate any physical or verbal abuse or threats towards staff;
- 5.2.4 We take the decision to close. We will give you as much notice as possible in the event of such a decision.
- 5.3 It may become apparent that the support we are able to offer your child is not sufficient to meet his/her needs. In these circumstances we will work with you, the local authority and other welfare agencies as per our procedures to identify appropriate support, at which point we may end this Agreement.
- 5.4 You may end this Agreement if we have breached any of our obligations under this Agreement and we have not or cannot put right that breach within a reasonable period after you have drawn it to our attention.

6.0 General

- 6.1 If we have to close or we take the decision to close due to events or circumstances beyond our control (e.g. extreme weather conditions) the Hourly Fee will continue to be payable in full and we shall be under no obligation to provide alternative childcare to you. If the closure exceeds three consecutive days in

duration (excluding any days when we would otherwise have been closed), we will credit you with an amount that represents the number of days closed in excess of three days.

- 6.2 If you have any concerns regarding the services we provide, please discuss them with your child's key person. If these concerns are not resolved to your satisfaction, please contact the manager. Customer satisfaction is paramount, and any concerns/complaints will be dealt with in line with our *Making a Complaint Policy*.
- 6.3 From time to time we will take photographs and video recordings of the children who attend. These photographs are used for on-going recording of our curriculum and for children's individual development records. They are stored on our computer/tablet whilst your child is with us. The photographs are used for display and for your child's records within the setting. If we wished to use any image of your child for training, publicity, or marketing purposes, we would always seek your written consent for each image we intend to use, as indicated on our *Registration Form*.
- 6.4 We reserve the right to refuse to admit your child if they have a temperature, sickness and diarrhoea or a contagious infection or disease on arrival at our setting, or to ask you to collect your child if they become unwell whilst in our care, in line with our *Managing Children who are Sick, Infectious or with Allergies Policy*.
- 6.5 Whilst food and drink is provided on the premises, we are not a commercial kitchen and may not be able to cater for the individual needs of every child. As cross contamination cannot be ruled out, a risk assessment is conducted for children with any known allergies. Every effort is made to follow recommended food preparation guidance and to ensure that all staff involved in the preparation and serving of food are suitably trained.
- 6.6 Any personal information you supply to us will be collected, stored and used in accordance with the principles of the *General Data Protection Regulations (GDPR) (2018)* and our *Confidentiality and Client Access to Records Policy*. We will always seek your consent where we need to share information about your child with any other professional or agency. We are required by law to override your refusal to give consent only in specific circumstances where the child or someone in the family may be in danger if we do not share that information.
- 6.7 In hot weather you agree for us to apply sun cream. You should supply the cream for us to apply. Failure to supply cream will result in us charging you for sun cream purchased by the preschool to protect your child.

7.0 This Agreement

- 7.1 We reserve the right to vary the terms and conditions contained in this Agreement
- 7.2 This Agreement contains the full and complete understanding between the parties and supersedes all prior arrangements and understanding whether written or oral relating to the subject of this Agreement except to the extent that we vary terms from time to time.
- 7.3 Acceptance of a place will be deemed as acceptance by you of these terms and conditions.

10.1b Privacy notice

Shipton Bellinger's Privacy Notice

Shipton Bellinger preschool, 3 Parkhouse Road, Shipton Bellinger, Tidworth, Hants. SP9 7TW
Tel number 01980 847204
Email: shiptonpreschool@tiscali.co.uk

Introduction

We are committed to ensuring that any personal data we hold about you and your child is protected in accordance with data protection laws and is used in line with your expectations.

This privacy notice explains what personal data we collect, why we collect it, how we use it and how we protect it.

What personal data do we collect?

We collect personal data about you and your child to provide care and learning that is tailored to meet your child's individual needs. We also collect information in order to verify your eligibility for free childcare as applicable.

Personal details that we collect about your child include:

- your child's name, date of birth, address, health and medical needs, development needs, and any special educational needs and any further details as necessary

Where applicable we will obtain child protection plans from social care and health care plans from health professionals.

We will also ask for information about who has parental responsibility for your child and any court orders pertaining to your child.

Personal details that we collect about you include:

- your name, home and work address, phone numbers, emergency contact details, and family details and any further details as necessary

This information will be collected from you directly in the registration form.

If you apply for up to 30 hours free childcare, we will also collect:

- your national insurance number or unique taxpayer reference (UTR), if you're self-employed. We may also collect information regarding benefits and family credits that you are in receipt of.

Why we collect this information and the legal basis for handling your data

We use personal data about you and your child in order to provide childcare services and fulfil the contractual arrangement you have entered into. This includes using your data to:

- contact you in case of an emergency
- to support your child's wellbeing and development
- to manage any special educational, health or medical needs of your child whilst at our setting
- to carry out regular assessment of your child's progress and to identify any areas of concern
- to maintain contact with you about your child's progress and respond to any questions you may have
- to process your claim for up to 30 hours free childcare (only where applicable)
- to keep you updated with information about our service

With your consent, we will also record your child's activities for their individual learning record. This may include photographs and videos. You will have the opportunity to withdraw your consent at any time, for images taken by confirming so in writing.

We have a legal obligation to process safeguarding related data about your child should we have concerns about their welfare. We also have a legal obligation to transfer records and certain information about your child to the school that your child will be attending (see *Transfer of Records* policy).

Who we share your data with:

In order for us to deliver childcare services we will also share your data as required with the following categories of recipients:

- Ofsted - during an inspection or following a complaint about our service
- banking services to process chip and pin and/or direct debit payments (as applicable)
- the Local Authority (where you claim up to 30 hours free childcare as applicable)
- the government's eligibility checker (as above)
- our insurance underwriter (if applicable)

- our setting software management provider (if applicable)
- the school that your child will be attending

We will also share your data if:

- We are legally required to do so, for example, by law, by a court or the Charity Commission;
- to enforce or apply the terms and conditions of your contract with us;
- to protect your child and other children; for example, by sharing information with social care or the police;
- it is necessary to protect our rights, property, or safety
- We transfer the management of the setting; in which case we may disclose your personal data to the prospective buyer so they may continue the service in the same way.

we will never share your data with any other organisation to use for their own purposes

How do we protect your data?

We protect unauthorised access to your personal data and prevent it from being lost, accidentally destroyed, misused, or disclosed by:

Keeping all personal information in the office and in a lockable cabinet. Only authorised staff will have access to this information.

How long do we retain your data?

We retain your child's personal data for up to 3 years after your child no longer uses our setting, or until our next Ofsted inspection after your child leaves our setting. Medication records and accident records are kept for longer according to legal requirements. Your child's learning and development records are maintained by us and handed to you when your child leaves.

In some instances (child protection, or other support service referrals) we are obliged to keep your data for longer if it is necessary to comply with legal requirements (see our Children's and Provider Records policies).

Automated decision-making

We do not make any decisions about your child based solely on automated decision-making. Or explain details if this is the case.

Your rights with respect to your data

You have the right to:

- request access, amend or correct you/your child's personal data
- request that we delete or stop processing you/your child's personal data, for example where the data is no longer necessary for the purposes of processing; and
- request that we transfer you, and your child's personal data to another person

If you wish to exercise any of these rights at any time or if you have any questions, comments, or concerns about this privacy notice, or how we handle your data please contact us. If you continue to have concerns about the way your data is handled and remain dissatisfied after raising your concern with us, you have the right to complain to the Information Commissioner Office (ICO). The ICO can be contacted at Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or ico.org.uk/

Changes to this notice

We keep this notice under regular review. You will be notified of any changes where appropriate.

Our setting

