Parents' Handbook/Agreement

The Dolphins Pre-School
Founded 1960

Dolphins Pre-school
Parents' Handbook/Agreement

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Organisation, Information and Documentation

Introduction

Who We Are

Founded in 1960, Dolphins Pre-school is a long established, family-run, Ofsted outstanding Pre-school which has served generations within Brighton and Hove.

Our Ethos

We provide a friendly, happy, stimulating environment that successfully bridges the gap between home and day school. The Dolphins Pre-school ethos is one of "caring and sharing" and based on the recognition of the "child's right to play".

We believe children flourish in an ordered environment in which they know that high standards are expected of them and at the same time are free to pursue their play, learning and development without fear of being hurt or hindered by anyone else.

We create an environment in which children develop self-discipline and self-esteem in an atmosphere of mutual respect and encouragement.

Our Mission

To provide a friendly, happy atmosphere to bridge the gap between home and day school, gently introducing children to community life; to know every child in our care and to fulfil every child's individual needs. Underpinning every area of the Dolphins Pre-school aims and objectives is the recognition of the child's right to play.

Dolphins Pre-school is committed to an open access policy and is fully inclusive. We are not linked to any religious organisations nor are we affiliated with any particular schools, although we do have excellent working relationships with all primary schools in our local community.

Location and Mailing Address

Dolphins Pre-school is situated in the Nevill Playing fields in Hove, next to Aldrington school. Visitors should ring the doorbell and speak clearly into the intercom. Please be patient as staff may be attending to children.

For details of our location and a map of where we are please consult our website.
Website: www.dolphinspre-school.co.uk

Physical Location:
The Pavilion
Nevill Playing Fields
Off Eridge Road
Hove
BN3 7QD
Telephone: 01273 500513
(urgent calls only during sessions)

Mailing Address:
34 Welbeck Avenue
Hove
East Sussex
BN3 4JN

All correspondence should please be sent to our mailing address, not to the pre-school, as the delivery there is unreliable. In addition, we may be contacted by e-mail at:
dolphins.preschool.uk@gmail.com

Staff

Dolphins Pre-school is a long-established pre-school and many of our staff have been looking after children on a professional basis for many years. For the various roles that they perform, each member of staff has appropriate qualifications, training, skills and knowledge. Dolphins Pre-school provides a staffing ratio which is generally always better than the minimum welfare requirements of the EYFS. By doing so, we aim to ensure that all Dolphins Pre-school children have sufficient individual attention to guarantee high quality care and education.

We carry out checks on staff through the Disclosure and Barring Service in accordance with statutory requirements.

Each Dolphins Pre-school child is assigned a "Key Person" - this is a named member of staff who will meet the individual needs of the child by responding sensitively to each particular child's feelings, ideas and behaviour and through developing a genuine, close bonding relationship.

Curriculum/EYFS

Our trained and experienced staff place emphasis on children having fun and learning through play. The Dolphins Pre-school curriculum is largely based on the Early Years Foundation Stage (EYFS), the statutory framework for the learning, development and care of children from birth to five. The current framework applies from September 2026.

Work and play at Dolphins Pre-school is structured towards achieving the seven areas of learning and development in a wide variety of ways, through specific activities, through general guidance, by instruction and by example.

We aim to sustain a culture where achievement and perseverance are valued and staff continually provide sensitive, constructive feedback to help children evaluate and extend their performance.

The EYFS-based Dolphins Pre-school curriculum (educational programme) involves activities and experiences in 7 areas: The 3 “Prime” areas are in bold, the 4 “Specific” areas through which the prime areas are strengthened are in italics:

- **Communication and language**
- **Physical development**
- **Personal, social and emotional development**
- *Literacy*
- *Mathematics*
- *Understanding the world*
- *Expressive arts and design*

Dolphins Pre-school's high staff to child ratio and our Key Person scheme allow children to develop at their own pace with individual attention as necessary.

Key Person System

All Dolphins Pre-school children have a member of staff and a support member of staff who take a special interest in them and spend time on a one-to-one basis with them. Once your child is attending Dolphins Pre-school, you will be introduced to your child's Key Person with whom you will be working in partnership. Records of your child's development and progress will be created and shared with parents/carers, the child, the Key Person and other professionals as necessary.

The role of the Key Person in settling-in
Before a child starts regular attendance at Dolphins Pre-school, we provide parents/carers with information – on our website, Facebook group pages (including Instagram / WhatsApp), in this handbook, the parents/carers folder, and our newsfeed (Spl@sh). We provide an induction to help the settling-in process when the child and parents/carers visit the setting to learn more about our routines and fill in any gaps in the child's registration records.

The Key Person will welcome and look after the child at the child's first session and during the settling-in process. The Key Person will jointly decide with parents/carers the best way to help the child to settle into Dolphins Pre-school.

We recognise that every child is different and cater for all children's needs when deciding upon the most appropriate settling-in strategy. Some children are happy to say goodbye to their parent/carer at the door; others like to be settled at an activity/with their friends or Key Person; and some children like their parent/carer to stay for circle time. When a child experiences anxiety separating from their grown-up we work with the parent/carer to find the most appropriate course of action.

Some children may take longer to settle in than others, e.g. children who have not previously spent time away from home or shy/self-aware children. Children who have had a period of absence may also need their parent/carer to be on hand to re-settle them.

Our visual timetable is shown to children in the settling-in phase throughout the session to present them with a time-frame and indication of when their parents/carers will return.

When parents/carers leave, we ask them to say goodbye to their child and to re-assure the child that they will be coming back, and when.

Parents/carers are asked to provide us with photos of their child's home life for our settling-in albums which are available for children to look at independently in the book corner or with their Key Person/members of staff.

Admissions

Enrolment

By completing the on-line *Application Form* and paying the enrolment fee, you will have reserved a place at the Dolphins Pre-school for your child, subject to availability and confirmation by Dolphins Pre-school.
In the event that a place is not available your enrolment fee will be fully refunded.

Please note: You will require the following files in order to complete the *Application Form*:

- A current head and shoulders photograph of your child (jpeg no larger than 5MB)
- A copy of your child's birth certificate as evidence of your child's date of birth (jpeg or pdf no larger than 5MB)

We reserve the right to request presentation of the original documents.

Cancellation Policy

For non-EYFE sessions/hours parents/carers must give a minimum notice period of 12 weeks in writing (or 12 weeks fees in lieu of such notice) if they intend to decrease sessions / remove their child from Dolphins Pre-school / no longer require a place once sessions have been confirmed.
This policy will be strictly enforced.

For EYFE only sessions or EYFE sessions which cannot be separated from non-EYFE funded hours parents/carers must give a minimum notice period of four weeks in writing (or four weeks fees in lieu of such notice) if they intend to remove their child from Dolphins Pre-school or if they no longer require the place once sessions have been booked and confirmed.
This policy will be strictly enforced.

Early Years Free Entitlement (EYFE)

All children are able to claim up to a total of 15 hours EYFE funding per week from the term after their 3rd birthday. Such EYFE funding is provided by central Government but is administered by Brighton and Hove City Council (BHCC). In order to claim EYFE through BHCC you must provide a copy of your child's birth certificate as evidence of your child's date of birth.

It is a further requirement of BHCC EYFE funding that your child should not be absent for more than a total of 3 weeks, after which period funding may be withdrawn unless there is a legitimate reason for the child's absence. Parents/carers should also note that the level of government funding does not cover Dolphins Pre-school's actual costs.

Funding is for a maximum of 15 hours per week. It is your responsibility to advise us if you are claiming any portion of your 15 hours free funding at another setting.

Parents/carers may use a portion of their child's 15 hour entitlement towards these sessions:

- *Afternoon sessions* – 11.30am to 2.30pm. The afternoon may not be combined with a same day morning session. Please note: Any additional hours over and above our maximum of three funded hours per afternoon session are chargeable at our hourly rate.
- *All-day sessions* – 9.30am to 2.30pm. Please note: Any additional hours over and above our maximum of five funded hours per day are chargeable at our hourly rate.

Please see 'Fees' section for details of the 'Additional Quality Supplement' (AQS).

Up to 30 Hours Free Childcare for Eligible Working Families

Dolphins Pre-school offers funded places under this entitlement for children from 24 months old.

Eligible working families may access up to 30 hours of government-funded childcare per week for children from nine months old until they start school.

Dolphins Pre-school offers a maximum of 25 funded hours per week from the age of 24 months, subject to availability, with a maximum of five funded hours per day.

If you currently receive 15 hours for working families, simply reconfirm as usual and the code will work for the 30 hours offer providing you/your code remain eligible and your new attendance pattern for increased days/hours has been confirmed by Dolphins Pre-school.

If you're not currently working
You may still be eligible if your partner is working, and you are on carer's leave or if you get any of the following:

- Incapacity Benefit
- Severe Disablement Allowance
- Carer's Allowance
- Limited Capability for Work Benefit

- contribution-based Employment and Support Allowance

To check eligibility please visit https://beststartinlife.gov.uk/childcare-early-years-education/15-and-30-hours-support/working-families/

Dolphins Pre-school offers up to 25 hours of free childcare (Max. five funded hours per day). You may be able to take up the remainder of your 30 hour entitlement with another childcare provider, but you may be restricted regarding the days/times you can use these hours.

Parents/carers should note that the level of 'Childcare Support' funding does not cover Dolphins Pre-school's actual costs. We charge for any additional hours or part thereof that parents/carers elect over and above the 25 funded hours (Max. five funded hours per day).

It is your responsibility to advise us if you are claiming any portion of funding at another setting.

Parents/carers may use a portion of their 'funding' towards these sessions:

- *Morning sessions (available for 2 year old's only)* – 9.30am to 12.30pm. As morning sessions at Dolphins Pre-school are always oversubscribed, parents/carers will be allocated a maximum of 3 morning sessions per week for their child. Please note: Any additional hours over and above our maximum of three funded hours per morning session are chargeable at our hourly rate.
- *Afternoon sessions* – 11.30am to 2.30pm. The afternoon may not be combined with a same day morning session. Please note: Any additional hours over and above our maximum of three funded hours per afternoon session are chargeable at our hourly rate.
- *All-day sessions* – 9.30am to 2.30pm. Please note: Any additional hours over and above our maximum of five funded hours per day are chargeable at our hourly rate.

Please see 'Fees' section for details of the 'Additional Quality Supplement' (AQS).

Tax Free Childcare

The government has a scheme that provides a financial contribution towards the cost of childcare:

- For **working families**, including the self-employed, **in the UK**
- Earning **under £100k** and **at least the equivalent of 16 hours at the National Minimum or Living Wage each per week**
- Who **aren't** receiving Tax Credits, Universal Credit or childcare vouchers
- With children aged 0-11 (or 0-16 if disabled)
- For every £8 you pay into an online account, the government will add an extra £2, **up to £2,000 per child per year**

Is it for me?
You can receive **up to £2,000 per child per year** - that's up to £500 every three months. If you have a disabled child, you can receive up to £4,000 per child - that's up to £1,000 every three months.

Am I eligible?
You, and any partner, must be over 16 and each expect to earn (on average) at least the equivalent of 16 hours at the National Minimum or Living Wage per week.

If you, or your partner, are on maternity, paternity or adoption leave, or you're unable to work because you are disabled or have caring responsibilities, you could still be eligible.
You **can't** get Tax-Free Childcare if either you, or your partner, each individually expect to earn £100,000 or more.

How can I use it?
You can use Tax-Free Childcare all year round to spend on regulated childcare, such as:

- Childminders, nurseries and nannies
- Before and after-school clubs and holiday clubs

For example, if your childcare costs are £750 per month, you would pay £600 into your childcare account and the government would pay in £150. This would be an annual saving of £1,800 per child.

The Government's Best Start in Life: Childcare & Early Years Education website: https://beststartinlife.gov.uk/childcare-early-years-education/ sets out all current and upcoming childcare offers and support available to parents/carers. It is via this website that parents/carers can apply/check eligibility.

Universal Credit for Childcare

- For working families claiming Universal Credit, **in England, Scotland, Northern Ireland and Wales**
- With **children under 17***
- Up to 85% of eligible childcare costs
- Who **aren't** receiving Tax-Free Childcare

Am I eligible?
You, and any partner, must be working, or you're due to start work, and are claiming Universal Credit. Whether you can claim will depend on your personal circumstances.

How can I benefit?
You can claim back up to 85% of your eligible childcare costs for children under 17.
Use an independent benefits calculator to find out what you could get- external link

You can use it to help pay:

- Registered childminders, nurseries, and nannies
- Registered after-school clubs and play schemes
- Registered schools
- Home careworkers working for a registered home care agency

Universal Credit is replacing a number of benefits, including tax credits.

If you are already receiving tax credits then you don't need to do anything now.

You **can't** claim Universal Credit at the same time as:

- Tax credits
- Tax-Free Childcare

* The childcare cost element in Universal Credit is paid up to the end of August following the child's 16th birthday.

Support while you Study

- Weekly payments from Care to Learn if you're at school or sixth-form college
- Help through your college if you're in further education
- A weekly grant if you're in full-time higher education

Is it for me?
You could get weekly payments through Care to Learn- external link if you're under 20 at the start of a publicly-funded course, such as a school or sixth form.
You can apply for Discretionary Learner Support- external link to pay for childcare if you're 19 or over and in further education, for example, if you're studying for an NVQ, BTEC or PGCE.
You can apply for a Childcare Grant- external link if you're in full-time higher education to pay for childcare costs for children under 15 (or under 17 if they have special needs).

The Government's Best Start in Life: Childcare & Early Years Education website: https://beststartinlife.gov.uk/childcare-early-years-education/ sets out all current and upcoming childcare offers and support available to parents/carers. It is via this website that parents/carers can apply/check eligibility.

Early Years Pupil Premium

Nurseries, schools, childminders and other childcare providers can claim extra funding through the Early Years Pupil Premium to support children's development, learning and care.

The Early Years Pupil Premium provides an extra monetary supplement per hour for children receiving Early Years Free Entitlement who meet the relevant eligibility criteria, including children whose parents/carers are in receipt of certain benefits or who were formerly in local authority care but who left care because they were adopted or were subject to a special guardianship or child arrangements order.

We can use the extra funding in any way we choose to improve the quality of the early years education that we provide for your child. This could include, for example, additional training for our staff on early language; investing in partnership working with our colleagues in the area to further our expertise; or supporting our staff in working on specialised areas such as speech and language.

We ask that you keep us updated in respect of your circumstances and complete the corresponding section 10 on the *Application Form*.

Sessions

8.45am - 9.30am AM Bolt-on (Please see Bolt-Ons below)
9.30am - 12.30pm Mon to Fri Mornings
9.30am - 2.30pm All-Days
11.30am - 2.30pm Mon to Fri Afternoons
2.30pm - 3.00pm PM Bolt-on (Please see Bolt-Ons below)

The minimum number of sessions a child may take is 2 per week. Taking just one session per week makes our Key Person approach untenable.

"Bolt-Ons"

We offer Early (8.45am–9.30am) and Late (2.30pm-3.00pm) "Bolt-On" sessions which are optional and subject to availability. They are not covered by EYFE funding (15 or 30 Hours Free Childcare schemes). Please indicate if you wish to take advantage of these "Bolt-On" sessions on the *Application Form*.

Number Weekly Sessions	Choice	Monday		Tuesday		Wednesday		Thursday		Friday	
		Am	pm	Am	pm	am	pm	am	pm	am	pm
2 Sessions pm (6 hours)	A				✓				✓		
2 Sessions am (6 hours)	B*			✓				✓			
3 Sessions (9 hours)	C		✓				✓				✓
3 Sessions am (9 hours)	D*	✓				✓				✓	
2 All-day (10 hours)	E			✓				✓			
3 All-day (15 hours)	F	✓				✓				✓	
4 All-day (20 hours)	G	✓		✓		✓		✓			
4 All-day (20 hours)	H	✓		✓		✓				✓	
4 All-day (20 hours)	I	✓		✓				✓		✓	
4 All-day (20 hours)	J			✓		✓		✓		✓	
5 All-day (25 hours)	K	✓		✓		✓		✓		✓	
5 Sessions pm (15 hours)	L		✓		✓		✓		✓		✓

*** These mornings-only options are NOT open to children claiming universal and extended EYFE**

The basis of the register for the following academic years is generally formalized during the Summer Term, when all parents/carers will be advised of their allocated sessions. Parents/carers making session requests after this time will be offered available sessions on a first-come-first-served basis.

You should only book the actual sessions that you wish your child to attend. Additional sessions cannot be held in reserve as an option to be taken up later in the year. For example, if you wish your child to start with a few sessions per week and eventually increase their sessions throughout that academic year, all these sessions must be booked and paid for from when your child starts at Dolphins Pre-school.

Parents/carers may not save sessions for when their child's funding becomes available. As the year progresses, parents/carers may wish to add extra sessions and such requests will be considered at that time should spaces become available (e.g. if another child were to reduce sessions or leave Dolphins Pre-school).

Please indicate your preferred session combinations (1st and 2nd choice) on the *Application Form*. You should indicate 2 choices in case your first choice is oversubscribed.

Fees/Charges

Fees for each full term must be paid in advance before commencement. There is no reduction for public holidays and INSET days.

Fees must still be paid even if your child is absent, for whatever reason.

Enrolment Fee: To secure your child's place a one-off enrolment fee of £48 is payable. This is non-refundable for non-funded sessions. For fully funded places, upon commencement, this fee will be credited to your account unless the place is not taken up / correct notice given in which case the fee will remain payable.

Funded Sessions (EYFE)
Children accessing EYFE (Early Years Free Entitlement) are entitled to 15 or (25 of 30 hours per week), free of charge, depending on eligibility/availability. We charge for any additional hours over and above our maximum of five funded hours per day and 15 funded hours per week (25 hours per week for 30 Hours scheme).

- EYFE-only funded sessions run from 9:30am to 2:30pm, up to a maximum of 5 funded hours per day. (9:30am – 12.30pm) for mornings only
- Funded hours are subject to availability and allocated on a termly basis.
- These sessions are delivered without any fees and are fully compliant with government guidance.
- Children are not required to take up any additional hours or services to access their free place.

AQS (Additional Quality Supplement)
The AQS replaces our previous AQH charge. It is an optional charge applied to children attending the setting (Note: this applies to funded sessions only) and covers access to supplementary enrichment activities including Music and Focused Learning that are delivered in addition to our core EYFS curriculum. Mornings/Afternoons AQS - £11.26; All-days AQS - £18.76.

***Unfunded Hours/Sessions*:**
Unfunded hours are charged at £9.96/hr (pro-rata)
AM Bolt-on (8.45am – 9.30am)
PM Bolt-on (2.30pm – 3.00pm)

Late collection of children: £15 per quarter hour or part thereof (Two members of staff are legally required to remain at the setting with your child and this is the cost incurred by Dolphins Pre-school).

Overdue/incomplete payments: All invoices are payable in advance of sessions commencing. Late payments incur an automatic charge of £15 per week or part thereof until settled in full.

Payment via Instalments: Parents/carers may apply for a payment plan (usually three instalments per term payable on/before a specified date). This is at the discretion of Dolphins Pre-school and will incur a charge of £15 per term. All payment plans are reviewed termly. Missed / late payments will result in late payment charges as detailed above.

Change of sessions: At the end of each academic year there is the opportunity to amend sessions for the next academic year, subject to availability, without charge. Changes to sessions at any other time incur a charge of £15 per change and is subject to availability.

Fee increases: Parents/carers will be given at least 4 weeks' notice of any fee increase.

Methods of Payment

Important: If you have previously made a payment to Dolphins Pre-school via your bank /building society please check your invoice for our current bank details and methods of payment as these may change from time to time. *Please note:* Regrettably we are unable to accept payments via cash or cheque

Starting Date

Our main intake is at the start of the Autumn term, although some children who are not developmentally ready to start in September may join Dolphins Pre-school at the start of the Spring / Summer Term.

Academic year

A total of 38 weeks comprising 3 terms:

- Autumn term
- Spring term
- Summer term

Absence

If you plan to go on holiday during term time then please advise us of this in writing as this information has to be recorded. If your child is unwell please telephone to let us know as all absences have to be explained in the daily register sheet. Please note that Brighton and Hove City Council finance department, who administer Government funding, reserves the right to reclaim funding from the parent/carer in the event of non-attendance.

Parental/Carer Information

"Getting to Know Me" Form

To enable us to better understand your child, please provide us with some right-up-to-date information on the "Getting to know me and helping me settle in" form completed via Tapestry. Parents/carers are also encouraged to keep us informed about any significant events or developments (such as a new baby on the way, moving house, visiting a farm, swimming without arm bands, a new interest in dinosaurs) in the family life of your child through regular informal contact with your child's Key Person and Tapestry.

Keep Informed

Please ensure that you keep up to date with developments at Dolphins Pre-school by reading the notice boards in the hallway, Spl@sh, looking at our web-site (www.dolphinspre-school.co.uk), Google calendar and social media pages.

Parent Partners

Dolphins Pre-school seeks to involve "Parent Partners" in the activities of the Pre-school. This is a key theme in the Early Years Foundation Stage (EYFS), which recognises:

- that parents/carers are children's first and most enduring educators

- that when parents/carers and practitioners work together in early years settings, the results have a positive impact on children's development and learning.

Our efforts to involve Parents/carers as Partners have had mixed results. Some parents/carers have risen magnificently to this challenge and have been instrumental in major projects (most notably our raised beds) to the considerable benefit of all Dolphins Pre-school children and staff.

Other parents/carers have dutifully volunteered their time and energy in organising specific projects (such as preparing and baking cakes with the children) or in helping out with general childcare duties. However, significant numbers of parents/carers do not participate in directly supporting Dolphins Pre-school.

Barriers to Involvement in Parents/carers as Partners

Dolphins Pre-school is not unique in this respect and we have looked at some research undertaken in Scotland (where Parental Involvement is a Statutory Obligation - there is a link on our WEB-LINKS page) which has revealed some possible barriers to involvement by parents/carers that may impact on Dolphins Pre-school parents/carers:

- Time – parents/carers are very busy and often trying to juggle a number of roles.
- Family Circumstances – families come in all shapes and sizes and have different needs; those parents/carers with younger toddlers or babies, in addition to a child attending Dolphins Pre-school, may find it particularly difficult to participate in Parent Partners.
- Lack of Confidence – parents/carers can feel uncomfortable in Pre-school for a number of reasons (e.g. perceived lack of knowledge or skills which puts them at a disadvantage; parents/carers do not wish to appear "pushy" or "too bossy" in trying to organise events or projects; fathers, in particular, can feel out of place given that most staff / volunteers are women).
- Unfamiliarity – some parents/carers can feel that "membership" of Parent Partners is "not for them" – they may perceive such involvement as "closed", "cliquey", "elitist" of "formal" or simply do not see themselves as the right kind of person to be involved.

Dolphins Pre-school Initiatives Promoting Parent Partners

The ongoing requirements of implementing the EYFS, and in particular the burden of observation and assessment, mean that we need the support of parents/carers now more than ever. By carrying out some of the more routine duties and also being involved in overseeing children's activities (e.g. snack, art and other creative activities such as junk modelling, outdoor play and messy play), parents/carers could free staff and thereby allow them to document children's developmental progress / spend time with and bond with their Key Children.

OFSTED inspection recommended that we should enhance our links with parents/carers to encourage children's learning at home. We launched a series of initiatives, partly based on overcoming the barriers to involvement research outlined above, with a view to promoting and securing greater involvement on the part of Dolphins Pre-school parents/carers:

- ***Website overhaul***
  We have undertaken a review and redesign of the website making it more engaging, informative, reliable, and easier to navigate on both computers and various portable devices regularly used by parents/carers.
- ***Tapestry***
  The introduction of Tapestry at Dolphins Pre-school enables us to create records of observations which we share with parents/carers and encourage parents/carers to contribute to.
- ***Spl@sh***
  Our regular news e-bulletin for parents/carers has been redesigned to help convey important information more quickly.
- ***Social Media*** *(including Facebook, Instagram and WhatsApp)*
  Controlled use of social media channels allows us to foster greater engagement from busy parents/carers who appreciate important key messages being reinforced as well as planning highlights.

- ***Raising expectations of Parents/carers***
  Rather than merely suggesting that parents/carers become involved, we now expect that Dolphins Pre-school parents/carers will offer to help out with duties at Dolphins Pre-school. Parents/carers of children who are settling-in at Dolphins Pre-school are not be expected to help out during the first term of their child's time at Dolphins Pre-school.
- ***Family Members in lieu of Parents/carers***
  While we prefer Dolphins Pre-school parents/carers to volunteer their services, if this is not practicable we will accept other family members (grand-parents/carers/aunts/uncles) *in loco parentis*.
- ***Deferred Volunteer***
  Parents/carers may defer their volunteer time until their child leaves Dolphins Pre-school to attend "Big School". In fact this deferred timing might be to our considerable advantage as September is a very busy period in Dolphins Pre-school when staff seek to nurture and develop bonds with their new Key Children.
- ***Additional Communications***
  Whilst principal means of parental engagement remain face to face interaction with staff, we have now added additional means of enhancing communications including our redesigned website, direct email, our social media posts, as well as Tapestry.
- ***Direct Approach***
  Rather than passively waiting for participants to sign up to volunteer their services, we proactively approach parents/carers to enlist their help during busy periods.

  We hope that these new measures will result in a greater uptake in Parent Partners for the benefit of all.

Policies

A reference copy of our policies is available via our website and in hard copy at the setting. Parents/carers are encouraged to read these. Please familiarise yourself with our Valuing Diversity and Promoting Equality Policy.

Children's Records

Tapestry Learning Journals

Learning Journals offer Dolphins Pre-school a way to record your child's special moments at Pre-school and keep parents/carers involved in a partnership as their children blossom and grow. In order to conform with requirements of OFSTED they also provide the opportunity to monitor and record how children are progressing within the EYFS developmental stages.

Only trained and authorized staff have access to the secure Dolphins Pre-school Tapestry EYFS online learning journal in order to record observations. All devices utilizing Tapestry are password protected when not in use. Appropriate management settings have been implemented to ensure such records are not stored on any such device but encrypted and stored on a secure dedicated server.

The introduction of Tapestry at Dolphins Pre-school enables us to create records of observations instantly which can then be shared with parents/carers who are encouraged to view and contribute in line with the relevant policies. All primary records are stored in the republic of Ireland (backup in Germany) on secure servers. These servers conform to high standards and are proactively managed 24 hours a day. Dolphins Pre-school Tapestry account has its own database and the code itself is developed using hack-resistant techniques. Filenames are encoded for uploaded images making Tapestry a safe and secure on-line Learning Journal tool.

IMPORTANT:
The e-mail address provided on the *Application Form* will be linked to Tapestry and enable you to access your child's learning journey via the secure Tapestry website.

If you do not have access to e-mail your child will still have an online Learning Journal which you will be able to view by prior arrangement with your child's Key Person. Parents/carers will be able to download a copy of their child's Learning Journal at the end of their child's time with us.

When your child starts at Dolphins Pre-school you will receive an email direct from Tapestry which you need to action without delay in order that you can be successfully and securely linked to your child's dedicated account.

Please see our website for useful guides (select from either iOS / Android / Desktop) explaining how to use the system we have in place.

Parents/carers are only granted access to their own child's Learning Journal which they do not have the permission to edit. Access to information stored on Tapestry is via personal email address and password. Observations added to Tapestry are monitored by senior staff.

Tapestry Terms of Use

Do feel free to view your child's learning journal. (Please note: The number / frequency of observations will vary according to duties staff perform within the setting. Our priority remains spending quality time interacting with and caring for the children).

Do contribute observations to your child's learning journal. (Please note: Only photos should be used, NOT videos as these are unable to be included as part of your child's final learning journal).

Do not use Tapestry to communicate with Dolphins Pre-school staff. Other established forms of communication exist for this purpose, (email, in person, phone, website etc.).

Do not use your child's learning journal as if it were a forum, blog, social media channel, etc. Please remember this is your child's unique Learning Journal that builds into a treasured snapshot of their time whilst attending Dolphins Pre-school.

Do not disclose login details to unauthorised users / store login details on public devices.

Safeguarding and Promoting Children's Welfare

Mobile Devices

Parents/carers and visitors are requested not to use their mobile phones whilst on the premise and are only permitted to use mobile devices to record images of their children taking part in authorised Pre-school activities as dictated by the Principal, Deputy Principal or Head of Operations. The staff, supported by the parents/carers are responsible for ensuring that pictures and images taken of children are done so in a way that reflects the protective ethos of Dolphins Pre-school. Such images are only for parents/carers personal use and must not be freely distributed.

Social Media

Dolphins Pre-school recognises that social media has become a part of everyday life for many individuals and families, including both staff and parents/carers. Social media allows for the free and easy exchange of information, opinions and images. With particular regard to images of children and to enable Dolphins Pre-school to comply with its Safeguarding requirements, it is necessary to set our terms around the use of social media in connection with how Dolphins Pre-school is presented publicly.

The Dolphins Pre-school Social Media policy covers (but is not limited to) the following social media channels:

- Facebook
- Instagram
- WhatsApp

- Twitter
- LinkedIn
- Personal Blogs

Dolphins Pre-school recognises that parents/carers and their families may be regular users of social media and has no intention to curtail their use of it beyond reasonable requests to adhere to Safeguarding regulations and professionalism. Dolphins Pre-school also recognises that such parents/carers may not be wholly familiar with the requirements of Safeguarding, so the following procedures are provided:

- Remember nothing you put onto social media can be considered entirely private, no matter how strong your privacy settings are.
- Be cautious on how you discuss Dolphins Pre-school in conversations on social media. Do not reveal:
    a. The location of Dolphins Pre-school
    b. The names of staff/visitors/volunteers/work placement students working at Dolphins Pre-school, or anything else that could reveal their identities.
    c. The names of other children and their parents/carers who attend Dolphins Pre-school, or anything else that could reveal their identities.
- If you have any negative opinions or concerns about any aspect of how Dolphins Pre-school is run, do not discuss it on social media. Such concerns should always be reported immediately so that they can be investigated, discussed and resolved formally.
- If any opinions are discussed on social media which result in any detrimental effect on Dolphins Pre-school, its employees, its children or its parents/carers, then Dolphins Pre-school will follow formal proceedings to investigate.
- Do not create any social media friendships with staff/visitors/volunteers/work placement students at Dolphins Pre-school – this is so that the correct professional relationships are maintained between staff and parents/carers.
- Dolphins Pre-school will make an exception to this rule if a parent/carer has an existing relationship with an employee/visitor/volunteer/work placement student. This rule no longer applies once your child has left Dolphins Pre-school.
- If you become aware of any conversation taking place on social media about Dolphins Pre-school and the tone of that conversation is critical of individual staff members/visitors/ volunteers/work placement students, or of the organisation, then it must be reported immediately to the Principal for investigation.
- The Mobile Devices Policy instructs parents/carers that any photographs they take at Dolphins Pre-school's special events are for personal use only.

Children's Safety and Security on the Premises

Late arrival

Parents/carers who are late need to ring the doorbell (since entry through the east external door is not possible because it is locked and bolted) and wait for a member of staff to open the door. Visitors use the same procedure.

Sickness

Please do not send children to Dolphins Pre-school when they are poorly. Parents/carers will be telephoned to collect children whom we decide are not well enough to be at pre-school. Children must not return to the Dolphins Pre-school for 48 hours after a bout of sickness/diarrhoea. Similarly, children who have been prescribed antibiotics should be kept at home for 48 hours after the antibiotics are first administered.

Infectious diseases and head-lice should be notified to us as soon as possible so that we can inform other parents/carers. (We do not inform other parents/carers of the child's name.)

In event of your child becoming infested with head-lice, this condition must be treated before the child returns to pre-school. For managing medicines we adhere to the Government's guidance. Please seek

advice from the Dolphins Pre-school Health & Safety co-ordinator if you are not sure about the isolation/infectious periods of contagious ailments.

Children should not attend Dolphins if they have a condition which has necessitated the administration of Calpol/Nurofen or similar medicines as this masks the symptoms and the child may be infectious.

Late or Uncollected Children

Late Arrival/Early Collection of Children

We have been advised by the finance department, who are responsible for the administration of government funding, that children's funding entitlement will only be paid for the actual funded time spent at Dolphins Pre-school. Some allowances will be made for planned holidays and there is a "tolerance" allowance for absences due to sickness and other non-avoidable absences. Children arriving late for sessions, after registration has finished, (15 minutes after the start of each session) may have their funding deducted for the time missed of the session. This lost funding will then need to be reimbursed directly to Dolphins Pre-school by the child's parent/carer.

Late Collection of Children

Dolphins Pre-school takes the issue of lateness in collecting children very seriously.
The Children's Act 1989 (revised 2004) imposes a duty of care on pre-schools to protect children and to act in their best interests.

If a parent/carer is unavoidably delayed due to an emergency they must endeavour to contact Dolphins Pre-school to say that they will be late collecting their child and arrange what action should be taken by Dolphins Pre-school to look after the child in the interim.

The following guidelines have been given to the Dolphins Pre-school:

- Two members of staff should remain with the uncollected child
- Staff telephone all numbers given on the child's *Application Form*
- If staff are unable to speak with anyone then a member of staff will go to the child's home
- If it is not possible for the staff to remain at the Dolphins Pre-school with the child (because of commitments such as collecting their own children/grandchildren from school) then as a last resort Social Services have to be informed
- Dolphins Pre-school staff are not permitted to take Dolphins Pre-school children

Children not collected on time will remain in Dolphins Pre-school's care until collected or in the care of Social Services. If it has not been possible to remain at the Dolphins Pre-school with the collected child, a note will be left on the Dolphin's east door informing the parents/carers as to where their child has been taken and where to collect them from.

Persistent lateness in collecting a child from Dolphins Pre-school amounts to abandonment and will result in:

1. A verbal warning being given, and if lateness persists then
2. A written warning will be given, and if lateness still persists then,
3. A report will be made to Front Door for Families*

*Front Door for Families is made up of professionals with different areas of expertise who work together to assess, decide and coordinate how best to support children, young people and their families where there are concerns

As staff need to be paid for remaining at the Dolphins Pre-school after normal session tomes, parents/carers will be charged this cost for having their child looked after for non-emergency late collection. If a child is to be collected by someone other than their usual adult then we should be advised of this in writing. In an emergency, if a child is to be collected by someone unknown to Dolphins Pre-school then

parents/carers should telephone to alert us to this change. Should they wish to do so, parents/carers may also advise us in confidence of a chosen word which they should also give to the person nominated to collect their child.

If any adult is deemed to be in an unfit state to take a child from our care then we may report this to the Child Protection Unit.

General Information

Children's clothing

In the course of their "messy play" and developing independence in using the toilet, Dolphins Pre-school children should not be worried about spoiling their clothes. We have a uniform of a fleece and T-shirt bearing the Dolphins Pre-school logo which children are expected to wear. Trousers, skirts and other clothing should be simple and without elaborate fastenings such as braces or zips. Please avoid sending girls to school wearing long skirts as they get caught up in the bikes and are not suitable for independence at toilet time. Open-toed sandals are not appropriate footwear for pre-school and please avoid shoes with laces unless your child can tie them independently. All footwear should be suitable for climbing, running, skipping, cycling etc. To enable them to make the most of their outdoor play, children should bring a warm jacket and waterproof clothes, including wellingtons, every day. Crocs are useful Summer footwear, especially for water play. Please mark all removable garments, footwear and sun hats with your child's name. Every Dolphins Pre-school child is given two laminated name-tags, one for self-registration and the other to identify items on your child's cloakroom peg.

Nappies/Pull Ups

Depending on the toilet training status of your child, you should provide a change of clothes in a named bag to be left in the cloakroom. If your child is still in nappies/pull ups, you must provide spares, wipes, creams and nappy sacks in a named bag to enable us to change them when necessary. If you fail to supply these for your child, each nappy/pull up Dolphins Pre-school supplies will be chargeable at £2.50 per nappy/pull up.

Food and Drink

As part of the Dolphin's policy on healthy eating, we do not allow chocolate, sweets or fizzy drinks in lunchboxes. Whole grapes, cherry tomatoes, large blueberries and olives are a choking hazard for young children. If you put these items in your child's lunchbox/snack then please ensure that you cut them up lengthways. Chewing gum is also a choking hazard for young children and is not allowed at Dolphins Pre-school. Children are entitled to one-third of a pint of milk a day and this is offered at one of their sessions. Water is available and provided as necessary. All children should also bring a named flask of water every day. Please avoid cartons or pouches of juice (as unfinished cartons leak in lunchboxes) and any little choking hazard "tops" must be removed at home.
A healthy, balanced, nutritious diet is important at this crucial stage in development. This, along with water drunk throughout the day, assists with their learning, positive behaviour and toileting. The key is encouraging children to get involved in making healthy food choices.

Please find below a list of suggested foods for lunch boxes and a list of foods that are not appropriate. We ask you to please try to follow these guidelines so your child is best prepared to concentrate and learn in the afternoon.

Foods we encourage
• Sandwiches/rolls/wraps with meat, cheese, fish, marmite, salad (no chocolate spread or jam)
• Salads: pasta, rice, couscous, quinoa, potato, etc.
• Dairy products – cheese, Baby Bel, etc.
• Fruit yoghurts/ plain yogurt sweetened with honey (no chocolate content)
• Fresh fruit/dried fruit

• Vegetables
• Seeds
• Healthy bars (low sugar/fat content)

It is possible to provide children with warm lunches (e.g. pasta, soup, noodles etc.) at this time of year with the aid of hot food containers https://www.amazon.co.uk/s?k=hot+food+containers&s=price-asc-rank&qid=1611425391&ref=sr_st_price-asc-rank
Collect FREE donations for Dolphins Pre-school every time you shop online at over 4,000 shops & sites the easyfundraising way via https://www.easyfundraising.org.uk/causes/dolphinspre-school/

Foods not appropriate
• Confectionary (chocolate, including chocolate biscuits, or sweets)
• Products containing nuts (we have children with nut allergies)

Only one of the following should be included on any day
• Bag of crisps
• Small pack of biscuits
• Cake
• Processed food
• Foods high in fat/salt content

Snack

Parents/carers should provide a piece of fruit or other healthy snack in a named food/freezer bag or pot which should be placed in the snack box opposite the self-registration board. If children require fruit to be cut up, this should be prepared at home. NOTE: Please ensure that your child's snack is in a separate container form their lunch. Dolphins Pre-school provide a drink (milk or water) every morning. Snacks are taken during free-flow snack time (45 minutes in mid-morning) with adult supervision. Parents/carers whose children have special dietary needs should provide an alternative drink in a (named) flask or plastic bottle.

Lunch Arrangements

Children attending all-day sessions and also those attending afternoon sessions should bring their own lunch in a named lunchbox. We are unable to refrigerate the children's lunches so please include an ice-pack in the container to ensure that perishable food remains fresh.
If parents/carers wish to provide a hot meal for their child to eat at lunch time we recommend purchasing a food flask which keeps food hot for hours.

Name Tags/Self Registration

At the start of each session, parents/carers should help their children to find their magnetic name tag for self-registration from the whiteboard near the entrance. You should also help your child to find a cloakroom name tag. You will find these filed alphabetically in pockets in the canvas holder which is located near the entrance to the pegs. Please place your child's lunch box in the trolley located outside the main entrance. Snacks, in clearly marked containers, should be placed in the box and water in the basket provided. Once in the main room, your child should place their magnetic name tag on the Magnetic White Board used for self-registration. This is situated to the right of the staff kitchen entrance.

The cloakroom name tags should be hung with your child's coat and spare clothes bag from any one of the pegs in the West cloakroom area, which is situated at the far end of the main room. The cloakroom name tags help us to identify your child's personal belongings. Young children do not always recognise their belongings but will eventually recognise their personal "tag". All of your child's personal items (hats/coats/lunch-boxes/flasks/etc.) should be clearly marked with a personal name label.

Children's Individual Storage Trays

Each Dolphins Pre-school child is assigned a storage tray clearly labelled with the child's name tag. Among other uses, the tray provides temporary storage for the child's art work and for occassional written communications to parents/carers. Parents/carers should check their respective child's tray and remove the contents when they come into the main room to collect their child at the end of a session.

Photographs

The photograph of your child that you e-mail to us (see *Application Form* section 1) is used to identify your child's individual storage tray, for self-registration and for snack time.

Birth Certificate

You are required to e-mail us a copy of your child's birth certificate (see *Application Form* section 1). This is a requirement for Early Years Free Entitlement (EYFE).

Birthdays

We celebrate each child's birthday by singing 'Happy Birthday', blowing out candles on a cake and giving the child the opportunity to wear our special birthday hat. We recognise that parents/carers often like to bring in sweet treats to share with the other children, but we suggest alternatives such as a new copy of a favourite book as a donation to the Dolphins Pre-school library. Children particularly enjoy having a favourite story from home shared with the group.

Kindness Tree

We celebrate acts of kindness by displaying children's names on our 'Kindness Tree' and sharing the act with everyone in the group.

Dolphins Pre-school Uniform

We expect children to wear the Dolphins Pre-school uniform (fleece and T-shirt). These can be purchased from Dolphins Pre-school: Fleeces £17.50, T-shirts £7.50. From time to time we may have second-hand items of uniform available to purchase (Fleeces £8.00, T-shirts £4.00).

Toys from Home

We request that children do not bring toys from home into the setting. The exception to this is comfort toys/items such as blankets/soft toys which help the child during the settling-in period.

Confidential Matters

Parents/carers may request to speak in private and in confidence with the Principal/Deputy Principal/Head of Operations or other members of staff either during Pre-school hours or at an alternative mutually agreed time. Please do not hesitate to approach us to discuss any matter which is giving concern.

Parking Restriction

Please only used marked parking bays and do not park on hatched yellow boxes which are for emergency access at all times. This car park is intended for use by users of the pavilion (i.e. Dolphins Pre-school staff and parents/carers).

Contingency Plans

Severe Weather

In adverse weather we will make any announcements via social media and email in the event that we are unable to open.

Loss of utilities

Loss of power / water could, potentially, have a severe impact on Dolphins Pre-school and may require us to close. Dolphins Pre-school requires electricity for lighting, power, ITC needs (including land-line phones) and – in winter time - heating purposes (i.e. maintaining ambient temperature within the building). Similarly, water is required for the safe operation of the setting mindful of sanitation and general healthcare.

We will endeavour to contact parents/carers via email/social media/telephone to inform them of any decision to close Dolphins Pre-school explaining the reason for doing so and request them to either collect their children early / not to bring them into Dolphins Pre-school as applicable.

Agreement

Our Obligation to You

Dolphins Pre-school will endeavour to inform you as soon as possible whether your application for a place has been successful. You must confirm your acceptance of the place in writing and pay the registration fee which will secure the place.

Dolphins Pre-school will provide the agreed sessions for your child (subject to any days when Dolphins Pre-school is closed). Any changes of opening hours / closures will be notified at the earliest opportunity.

Dolphins Pre-school will comply with the requirements of the Early Years Foundation Stage and Ofsted registration in regards to the services we provide for your child.

Dolphins Pre-school will provide you with access to our policies and procedures, which outline how we satisfy the requirements of the EYFS in everyday practice; and will notify you in the event of changes to our policies and procedures.

Dolphins Pre-school will maintain appropriate insurance in respect of the setting.

Dolphins Pre-school will make every effort to accommodate siblings of those already attending Dolphins Pre-school. However, we cannot guarantee places will be available.

Your Obligation to Dolphins Pre-school

You must complete and submit the online *Application Form* (together with any additional documentation required) before your child can commence attending Dolphins Pre-school.

You must notify Dolphins Pre-school immediately of any changes to the information you have provided and keep Dolphins Pre-school informed of any other necessary information that may affect the services we provide for your child.

The *Application Form* includes medicine consent and emergency treatment authorisations which must be completed prior to your child attending.

You must read and abide by our policies and procedures.

You must make yourself available as and when required to discuss the progress of your child or any factor relating to his/her place with Dolphins Pre-school at mutually agreed times.

You must immediately inform Dolphins Pre-school 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.

You must keep Dolphins Pre-school 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 then proof of identity may be required. If Dolphins Pre-school is not reasonably satisfied that the person collecting your child is who is expected, we may not release your child into their care.

You must inform Dolphins Pre-school 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 collection charge will be applied (please refer to the current fee schedule for details).

You will inform Dolphins Pre-school as far in advance as possible of any dates on which your child will not be attending.

You will provide Dolphins Pre-school with at least four weeks' notice (EYFE) or 12 weeks' notice (non-funded sessions) 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 liable for corresponding fees / charges detailed above

You must inform Dolphins Pre-school if your child is the subject of a court order and provide a copy of such orders on request.

Payment of fees

Dolphins Pre-school fees are detailed above and shall be notified in advance of your child undertaking the sessions in question. Dolphins Pre-school may review these fees at any time but shall inform you of revised charges at least four weeks before these take effect. If you do not wish to pay the revised charges, you may end the Agreement by giving notice as detailed above.

All fees must be paid in advance. Failure to do so will result in charges being imposed.

All payments must be made in accordance with the directions above. If you require proof of payment it is your responsibility to seek this. Charges will be imposed as detailed above.

If the payment of fees is outstanding for more than 14 days then Dolphins Pre-school reserved the right to terminate this Agreement by giving you 14 days' notice in writing. Upon termination of this contract the child shall cease forthwith to be admitted, and the notice to so terminate shall be regarded as a formal demand for all outstanding monies.

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 INSET training to support 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. Dolphins Pre-school accepts no liability for other costs which you may incur if you are unable to obtain childcare for any reason.

Suspension of a child

Dolphins Pre-school may suspend the provision of childcare to your child at any time if you have failed to pay fees due.

Dolphins Pre-school does not support the exclusion of any child on the grounds of behaviour. However, if your child's behaviour is deemed by staff to endanger the safety and well-being of your child and/or other children and adults, it may be necessary to impose a suspension whilst we try to address these issues with you and external agencies as appropriate.

Termination of the Agreement

Details of how to terminate the agreement are contained within the Parents Handbook.

Dolphins Pre-school may immediately end this Agreement if:

- You have failed to pay your fees
- 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
- You behave unacceptably, as Dolphins Pre-school does not tolerate any physical or verbal abuse or threats towards staff
- Dolphins Pre-school takes the decision to close
- If it becomes apparent that the support Dolphins Pre-school is able to offer your child is insufficient to meet his/her needs

General

If Dolphins Pre-school has to close due to events / circumstances beyond our control (e.g. storm, flood, fire, snow, lightning, aircraft, impact, earthquake, infection, disease, explosion, loss of utilities, riot, civil commotion, malicious damage, theft, subsidence, ground heave, landslip, but not limited to these) the fees will continue to be payable in full and Dolphins Pre-school shall be under no obligation to provide alternative childcare to you.

If you have any concerns regarding the services provided by Dolphins Pre-school, please refer to our relevant policies.

Dolphins Pre-school reserves the right to refuse to admit your child if they have a temperature, sickness, diarrhoea or a contagious infection or disease on arrival at the setting; or to ask you to collect your child if they become unwell whilst in our care, in line with our relevant Policies. Fees will continue to be payable in full and Dolphins Pre-school shall be under no obligation to provide alternative childcare to you.

Early Years Free Entitlement (EYFE) Parental Agreement

Child & Parent/Carer Details

These are as detailed on the application form.

Setting and Attendance details

You have completed an agreement with each setting your child attends for their EYFE in order to ensure that funding is paid fairly between them.
Please note: Your child can attend a maximum of two settings in a single day and if your child attends more than one setting the local authority will distribute the funding appropriately between the settings.
If your child is splitting their hours across more than one setting, please nominate their main setting.
If your child is splitting their funded entitlement across more than one setting, the funded hours at each setting must be recorded accordingly.

Early Years Pupil Premium (EYPP) Agreement

The Early Years Pupil Premium provides an extra monetary supplement per hour for children receiving Early Years Free Entitlement who meet the relevant eligibility criteria, including children whose parents/carers are in receipt of certain benefits or who were formerly in local authority care but who left care because they were adopted or were subject to a special guardianship or child arrangements order.

EYPP is used to improve teaching and learning facilities and resources so as to impact positively on your child's progress and development.

- You confirm that you wish Dolphins Pre-school to claim EYPP for your child
- You confirm your agreement for them to use information supplied by you on the application form
- You confirm that you will provide evidence of eligibility where necessary, e.g. copy of the adoption certificate or a copy of the special guardianship/residence order

Disability Access Fund (DAF) Agreement

If your child is receiving Disability Living Allowance and is receiving Early Years Free Entitlement, they may be eligible for the Disability Access Fund, regardless of age, provided the relevant eligibility criteria are met. DAF is paid to Dolphins Pre-school. The purpose of DAF is to support providers to make reasonable adjustments and build the capacity of their setting to support children with disabilities.

- You confirm that you have informed Dolphins Pre-school if your child is in receipt of Disability Living Allowance (DLA)
- You confirm that, if your child is splitting their EYFE across two or more providers, you have nominated Dolphins Pre-school as the setting where you would like the local authority to pay the DAF

Parent/Carer/Guardian with Legal Responsibility Agreement

Your name and address are as provided upon the application form

- You confirm that the information you have provided is accurate and true. You understand and agree to the conditions set out in this document and authorise Dolphins Pre-school to claim EYFE funding as agreed above on behalf of your child.

- You understand that Brighton & Hove city council will check the information you provide with neighbouring local authorities to check that you are not over-claiming EYFE for your child

- You agree that the information you have provided can be shared with Brighton & Hove City Council (BHCC) and Department for Education (DfE), who will access information from other government departments to confirm your child's eligibility for the working parent entitlements and enable Dolphins Pre-school to claim Early Years Pupil Premium or Disability Access Fund on behalf of your child.

- You understand that your child's EYFE is a maximum of 15 (or 30 if eligible) hours a week, 38 weeks a year.

- You understand that the EYFE may be stretched across the whole year for a total of 570 (or 1140 if eligible) hours. If your child's EYFE is stretched this will be for more than 38 weeks a year but for fewer than 15 (or 30 if eligible) hours a week.

- You understand that if your child attends more than one childcare setting (including a maintained school nursery class) their EYFE hours cannot exceed 570 (or 1140 if eligible) hours a year.

- You understand that if your child leaves their early years/childcare setting you must give Dolphins Pre-school notice as required by Dolphins Pre-school, and that you will be charged by Dolphins Pre-school if you do not.

- You understand that this agreement will be made available, by Dolphins Pre-school, to Brighton & Hove City Council (BHCC) upon request.

- You understand that if your child's EYFE hours vary from those outlined on this form, you will have to complete a change of attendance form.

- You agree to your personal contact details being shared with Brighton & Hove City Council.

Data Privacy

In collecting your data for the purposes of checking your eligibility for the free entitlements, Brighton & Hove city council (BHCC) is the data controller for purposes of the Data Protection Act (2018) and the General Data Protection Regulation (EU) 2016/679 ('GDPR') and is registered as a data controller with the Information Commissioner's Office (ICO).

Brighton & Hove city council is committed to protecting your personal information. As a data controller they have a responsibility to make sure you know why and how your personal information is being collected in accordance with relevant data protection law.

Purposes and Lawful Basis of Processing

BHCC are collecting your data for the purpose of

- checking your eligibility for the early years free entitlements
- enabling us to pay your early years provider for their provision of the early years free entitlement for your child, including any supplementary entitlements
- supporting your child's teaching and learning
- monitoring early years and childcare provision

BHCC have a lawful basis for processing this data as they have a legal obligation under the Childcare Acts 2006 and 2016 (as amended).

BHCC will process special category data regarding your child's ethnicity, disability (where applicable) and this will be done on the basis of Substantial Public Interest: processing is necessary for reasons of substantial public interest, on the basis of Union or Member State law which shall be proportionate to the aim pursued. Data may be used in accordance with the Equality Act 2010.

Who BHCC will Share your Data with

Your data may be shared with Brighton & Hove City Council's departments of Families, Children and Learning, and Finance and Resources in order to process data as outlined above. It will also be shared with the Department for Education as a requirement of their annual census collection.

The council operates shared services with Surrey County Council and East Sussex County Council, and may share your information with one of these partners if necessary to provide these services.

How Long BHCC will Hold your Data (Retention)

BHCC will hold your data for six years following the term after your child's fifth birthday

Transferring Data outside the European Economic Area

Your information is not processed outside the European Economic Area.

Your Information Rights

Under GDPR you have certain rights concerning your information. For further information on your rights visit their website.

Further information

If you would like to discuss this further please contact BHCC's Information Governance Team on 01273 295959 or data.protection@brighton-hove.gov.uk
The council also has a Data Protection Officer, who can be contacted via:
https://www.brighton-hove.gov.uk/dpo
You can also contact the ICO for further information or to make a complaint:
Information Commissioner's Office
Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF
Phone: 0303 123 1113 (local rate) or 01625 545 745 if you prefer to use a national rate number
Email ICO

Report a concern on the ICO website

Dolphins Pre-school Data Protection Policy

1. Introduction

Dolphins Pre-school is required to collect and process data for a number of purposes concerning its staff, contractors, parents/carers, children and any other individual who comes into contact with the Pre-school. In gathering and using this data Dolphins Pre-school is committed to protecting all individual's rights of freedom and privacy.

Dolphins Pre-school is fully committed to full compliance with the requirement of the General Data Protection Regulation (GDPR). In line with this, this policy describes how personal data must be collected, handled, managed and stored in order to comply with the company's data protection standards and the law.

Why This Policy Exists

This data protection policy sets out the rules that all personal data collected, processed, stored, shared and disposed of on behalf of Dolphins pre-school is compliant with the obligations of the General Data Protection Regulation (GDPR).
This policy has been put in place to ensure Dolphins Pre-school:

- Complies with the requirements set out by GDPR
- Protects the rights and privacy of any individual it holds data on, including but not limited to; staff, contractors, parents/carers and children
- Reduces the risk of a data breach
- Has a clear and consistent approach to the collection, storage and management of data

Relevant Legislation

The General Data Protection Regulation (GDPR) has been in force since 25th May 2018. It applies to all organisations who offer services to monitor or process the personal data of subjects residing in the EU. Failure to comply with the GDPR can result in fines up to 4% of annual global turnover or €20 million.

Policy Scope

This policy applies to UK operations:

- Settings operated by Dolphins Pre-school
- Offices and other sites operated by Dolphins Pre-school
- All staff and volunteers employed by Dolphins Pre-school
- All contractors, suppliers and other people working on behalf of Dolphins Pre-school

This policy applies to all data that the company holds relating to identifiable individuals, even if that information technically falls outside of the Data Protection Act 1998.

This can include (but is not limited to):

- Names of individuals
- Postal addresses
- Email addresses
- Telephone numbers
- Photographs
- Wage and salary information
- Bank account details
- Medical records
- Date of births
- Copies of identification
- Curriculum Vitaes (CVs)
- Staff performance records
- Disciplinary records
- Accident and incident records
- Any other information relating to individuals

2. Data Protection Policy Statement

Dolphins Pre-school is fully committed to ensuring full compliance with the requirement of the General Data

Protection Regulation (GDPR).

Dolphins Pre-school will:

- Protect the fundamental rights and freedoms of natural persons personal data
- Be lawful, fair and transparent in relation to how personal data is collected, stored and processed
- Collect data for relevant specified, explicit and legitimate purposes
- Keep accurate, up to date and detailed registers of personal data held
- Keep data for no longer than is required for the purposes it was collected
- Process data in a manner that ensures appropriate security of the personal data, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage
- Keep data secure with appropriate and technical and organisational measures taken to protect the information
- Process data in line with the right of the individual

3. Roles and Responsibilities

All members of staff who work for Dolphins Pre-school have a responsibility to ensure that data is collected, stored, processed and disposed of appropriately.

The following people have key responsibilities:

Sheila Gavan (trading as Dolphins Pre-school)
Sheila Gavan has overall responsibility for the implementation of the Data Protection Policy throughout the business.

She will:

- Ensure that the requirements of GDPR are understood and effectively managed
- Ensure that appropriate resources are provided to effectively implement the Data Protection Policy
- Ensure that a competent individual is appointed to manage data protection

Data Protection Officer – Head of Operations
The Data Protection Officer (DPO) oversees and has managerial responsibility for data protection in the business. The DPO will ensure:

- There are adequate resources available for the business to be legally compliant with GDPR and the policies, procedures and management systems in place are robust and effective
- The business is registered with the Information Commissioner Office (ICO) and will co-operate with any of their requests or investigations
- A data protection policy is in place and reviewed on a regular basis
- Employees are aware of their obligations to comply with the GDPR and other data protection laws
- Monitoring of compliance with the GDPR and reviews of the policies, procedures and systems are undertaken to ensure they are effective
- Training, advice and information is provided to employees and business contacts when necessary in relation to data protection
- Data breaches are notified to the Information Commissioner within 72 hours of being made aware and an investigation is undertaken in response to the data breach
- An effective system is in place for compiling information requested as part of a Subject Access Request in line with the timescales detailed in GDPR
- Contracts with third parties are checked to ensure they are consistent with this Policy
- Maintaining the registers that hold personal data or software information
- Undertaking investigations into data breaches
- Co-ordinating and managing Subject Access Requests
- Monitoring and actioning correspondence relating to data protection
- Devising and delivering data protection training
- Monitoring the website, and shared folders to ensure they are accurate and include up to date information on Data Protection and Privacy
- Ensure all systems, services and equipment used for storing personal data meet acceptable security standards
- Perform regular checks and scans to ensure security hardware and software is functioning properly

- Investigate and address any suspect anti-virus or spam
- Evaluate any third-party services the company is considering using to store or process data
- Give advice and feedback on any concerns regarding IT or security systems that may affect the abilities of Dolphins Pre-school to meet the requirements of this Policy and the GDPR
- ensure all marketing materials abide by data protection principles
- Ensure that consent is collected for the distribution of all direct marketing material
- Ensuring any changes in the way we use data for marketing purposes is communicated to parents/carers and the DPO
- All staff are trained and familiar with their duties under the Data Protection Policy
- Any collection, processing, management and disposal of personal data is done so in line with the Data Protection Policy
- A Data Protection Impact Assessment is completed when deemed necessary, for instance when acquiring a new software system

Staff Guidelines

All Dolphins Pre-school employees are required to comply with the following guidelines to ensure all personal data held by the company is used, stored and managed in the most appropriate way possible:

- Data should only be used for its original purpose and only by those who need it for their work
- Data concerning individuals must not be communicated to other persons or organisations unless required to do so by law or under an approved contract
- Care should be taken when sharing data that you have checked the identity of the individual and the organisation they are representing and you are confident they have a legitimate need for the information
- Take sensible precautions to ensure all personal data is kept secure. This should include locking computers when leaving a desk and making sure no personal data is left out in view of other people.
- Use secure passwords when storing digital data and usernames and passwords should never be shared
- Data should be regularly reviewed and updated, and if found to be out of date or no longer required for its original purpose, it should be updated or deleted and disposed of in the manner detailed in the Retention and Disposal Guidance
- Employees should request help from the DPO if they are unsure of any aspect regarding data protection
- Documents containing personal data should be disposed of in line with the Retention and Disposal Guidance, with confidential waste bins being used before collection with our approved waste contractor. Documents that contain personal data should not be placed in general waste bins.
- Dolphins Pre-school will provide training to all employees to help them understand their responsibilities when handling data
- Employees should ensure that the data held on HR software is reviewed at least annually and updated

Staff that work from home or undertake work in locations other than those under the management of Dolphins Pre-school should also comply with the following guidelines:

- Where possible use a Dolphins Pre-school approved device that has been installed with approved software
- Data should not be transferred onto a personal USB stick
- Employees should avoid leaving sensitive information out on display or in vehicles
- Computers should be password protected and locked when left unattended
- Documents containing personal data should be taken to the Pre-school to be placed in a confidential waste bin, burned or shredded. They should not be placed in general waste bin.

4. Personally Identifiable Data

Dolphins Pre-school only collect, process and store personal data where we have a valid lawful basis to require it. We do the following to be transparent:

- Provide information to data subjects in our Privacy Policy on where data is held, the lawful basis and how long we store it.
- Only use data for its original purpose, where we wish to use it for a different purpose, we will notify you of this and request your consent
- Keep data in as few places as necessary

- Update our data regularly using annual declaration requests
- Provide you with any information we hold on you when we receive a Subject Data Request
- Where an individual contests the accuracy of personal data, Dolphins Pre-school will restrict processing until the personal data has been confirmed and updated

Children's' Data

As a childcare provider Dolphins Pre-school collects, holds and processes a lot of children's data. There is an increased need to protect children's personal data because they are classed as vulnerable individuals. Where a child is under the age of 16, consent for the processing of the child's data is required from the child's parent or guardian.

Additional care should be taken when handling or sharing children's data to ensure that it is shared with only those that need to know the information. Some data such as medical data will need to be shared with staff to ensure that any emergency medical care can be given when needed however this should not be shared with people outside the organisation unless there is a legal requirement to do this.

Staff Data

We collect, hold and process data on employees as part of our legal responsibilities and in order that we can support and manage them in their work. Certain personal data on employees is held on our HR software and employees should ensure that they check the information held is accurate on a regular basis.

Sensitive Personal Data

Dolphins Pre-school has recognised that special categories of personal data need to be processed as part of our business activities and this data needs additional protection to manage the risk. The data we collect is detailed in our Dolphins Pre-school data audit.

Sensitive personal data is only processed when explicit consent is given or when the processing is necessary for substantial public interest reasons which must include measures to protect the interests of the data subject.

Criminal Convictions and Offences

Dolphins Pre-school, as a childcare provider is required by law to review the history of employees in relation to historic criminal convictions and offences. As required by the GDPR we have provided information on this data below.

Capita carry out the DBS check – no criminal conviction history is stored by Dolphins Pre-school only the DBS number
Information given, consent agreed, and DBS check date

5. Collecting and Processing Personal Data

Dolphins Pre-school will only collect and process personal data when at least one of the following lawful processes apply:

- Consent: A data subject has given consent to the processing on his/ her personal data
- Contract: Processing is necessary for the performance of a contract
- Legal obligation: Processing is necessary for compliance with a legal requirement
- Vital interests: Processing is necessary to protect the vital interests of the data subject
- Legitimate interests: Processing is necessary for the legitimate interests pursued by the data controller or third party unless there is a good reason to protect the individuals' data which override those legitimate interests

Dolphins Pre-school makes automatic decisions on the processing and use of data where it is:

- Necessary for the entry into or performance of a contract
- Required to comply with the law
- Based on the individuals explicit consent

Processing Parent and Child Data

All personal data regarding a parent, guardian, carer and child processed by Dolphins Pre-school is mandatory in order to fulfil the requirements of the contract. Failure to provide this information will result in

the child being declined a place at the nursery.

Processing Employee Data
All personal data regarding an employee processed by Dolphins Pre-school is mandatory in order to fulfil the requirements of the contract. Failure to provide this information will result in the individual being unable to be join Dolphins Pre-school as an employee.

Consent Management
Where processing is based on consent, Dolphins Pre-school shall demonstrate that the data subject has consented to the storage and processing of his/ her personal data. For the collection of personal data which relies on explicit consent, data subjects are given the opportunity to freely give their consent to us processing that data for the specified purpose. Some examples of where explicit consent (outside the terms and conditions of the contract) is required are detailed below:

a. Consent for photographs
Dolphins Pre-school recognises the taking of photographs is not compulsory for the fulfilment of a contract and is not required for legal reasons. Considering this, parents/carers are given the opportunity to give or withdraw their consent for photographs of their child to be taken, displayed or used in various ways by Dolphins Pre-school. This information is collected as part of the application.

b. Consent for Marketing
Dolphins Pre-school recognises individuals are required to give explicit consent to be contacted for marketing purposes. Parents/carers given the opportunity to freely give their consent to being contacted for marketing purposes. Consent is given in a granular manner to show clearly what is being agreed to. This information is collected as part of the application.

c. Other consents
For further processes where we require consent for additional functions or needs, an additional consent forms will be used.

6. Data Security, Retention, Storage and Disposal

Responsibilities and Procedures
Dolphins Pre-school is committed to ensuring we do not hold personal data for longer than necessary. Dolphins Pre-school retains different types of data for different periods of time due to the law or business need. All data should be stored only in the location(s) detailed in the Dolphins Pre-school Data Audit and all staff are required to follow retention guidelines to ensure compliance with the GDPR.

Hard Copy/ Paper Records
When data is stored in paper format and not in use, it should be kept in a secure place where unauthorised people cannot gain access to it. The following procedures should be followed when handling paper documents. These guidelines also apply to electronic data which has been printed.

- Paper files containing personal data should only be handled by those within Dolphins Pre-school that need it to complete an essential task and should not be shared unless it is necessary to do so
- When not in use, paper documents should be kept in a secure environment such as locked in an office
- Paper or printouts containing personal information should not be left out
- Printouts where the data is no longer required should be securely disposed of in the confidential waste bin or shredded
- Procedures are in place to securely dispose of confidential waste

Soft Copy/ Electronic Records
When data is stored electronically, measures should be put in place to prevent data from unauthorised access, deletion, virus' and malicious hacking attempts

- Staff should be trained and be given information as to where the correct and secure place to save data is
- Data should be protected by password which is regularly changed and never shared, even with those within the organisation
- Data should be backed up frequently

- Data should never be downloaded or saved directly onto personal devices
- All servers and computers containing personal data should be protected by security and anti-virus software and a firewall
- Where possible removable media devices, such as a USB stick should not be used, where they are required, they should be kept in a secure locked environment and wiped once they have been used for the purpose
- All staff should ensure computers or laptops are secured when left unattended.

Cyber Security

Dolphins Pre-school ensures that all data is kept secure with appropriate technical and organisational measures taken to protect the information. Dolphins Pre-school ensures all business devices have appropriate anti-virus, firewall and spam software to help minimise access to files and identify any areas of concern.

E-mails are checked regularly for viruses. However, no liability is accepted for any viruses which may be transmitted in or with e-mails.

Disposal of Documents

Employees must ensure that documents are only kept for the retention period set out for that particular type of data. All documents that exceed this retention period or are no longer required should be placed in a Confidential Waste bin, bag marked as 'confidential waste' or shredded. Any waste that is being stored before collection should be kept in a secure location to prevent unauthorised access.

Disposal of IT Hardware

Computer hardware that comes to the end of its use, should be wiped and any personal or sensitive data removed. Once this has been completed, the equipment must be destroyed.

7. Data Sharing and Processing

Third Party Sharing and Processing

Dolphins Pre-school may need to share personal data with organisations outside of Dolphins Pre-school, we refer to these as 'third parties'. This may be for a variety of reasons but where this is necessary Dolphins Pre-school ensures all third parties who process data on behalf of Dolphins pre-school (the data controller) have robust systems in place to comply with the conditions set out in GDPR.

Third parties who process data on behalf of Dolphins Pre-school may be required to sign a Data Confidentiality Agreement. This outlines how we expect each organisation as a data processor, to handle the data we share with them. Failure to adhere to the obligations set out in the Data Confidentiality Agreement would result in us reviewing our partnership with them as this may lead to a data breach.

Some organisations who we share data with such as Public Bodies or very large organisations, may not be able to sign our Third Party Data Confidentiality Agreement, where this is the case we try to ensure that we have information on their Data Protection Policy and arrangements to ensure that we are satisfied that they are compliant with the GDPR.

In relation to the sharing of data with Third Parties Dolphins Pre-school will take reasonable steps to ensure:

- Reasonable steps are taken to ensure secure measures are in place to protect individuals' personal data
- A written contract or confidentiality agreement is set out establishing what personal data will be processed, the purpose for processing and how long the data will be held
- Third parties are informed about data subjects who wish to access, erase or rectify their personal data
- Personal data is only disclosed to third parties outside a formal contract or agreements where there is a legal obligation to do so
- The T&Cs within the contract with a third party meet the requirements of the GDPR
- Data subjects have given their explicit consent to disclose their personal data to third parties or are agreeing to the terms of a Dolphins Pre-school contract
- The disclosure of data is necessary to protect the vital interests of the data subject

Internal Sharing of Data

The subsequent guidelines should be followed when sharing data internally

- Data should never be shared via email unless the email is adequately protected
- Emails containing personal data should be deleted after being dealt with / saved within the appropriate software system and any hard copy file in line with the Management, Retention and Disposal guidelines
- Personal data should only be shared with those who need to have it and care should be taken when sharing personal data via email that it is sent to the correct recipient
- Data should not be shared over the phone or in person unless the individual is known to you or their identity has been confirmed

8. Social Media

Dolphins Pre-school use Facebook and other social media outlets as a means to communicate positive messages about the organisation. They are updated with regular posts showing a selection of the activities for children, news and special offers.

All photographs of children used on the Dolphins Pre-school Facebook page require parents/carers' consent. Photos are not to be posted on this or any social media or internet sites without consent. The consent should be updated yearly to ensure the parents/carers are still happy for images to be used.

We are not responsible for any social media groups which are detached from Dolphins Pre-school and have been set up by parents/carers such as forum groups.

9. GDPR Provisions

Privacy Notices

The Dolphins Pre-school Privacy Notices outline the following information:

- what personal data we collect
- how we process the data
- the lawful basis in which we process
- the purpose for processing
- who we share data with and why
- how long we hold it for

- where it is stored and
- the rights of the data subject

The privacy notices are available on the Dolphins Pre-school website or upon request.

Privacy by Design and Default

Dolphins Pre-school as the data controller shall implement appropriate technical and organisational measures to ensure that by default, only personal data necessary is used for each specific purpose of processing. Dolphins Pre-school will also (where deemed necessary) follow data protection principles such as data minimisation to protect the rights of the data subject by implementing appropriate technical and organisational measures, such pseudonymisation.

10. Data Subject Rights

Subject Access Requests (SAR)

The personal data collected and held by Dolphins Pre-school remains the property of the Data Subject and therefore they retain the right to know what information we hold on them, where it is held and for what purpose. Under the GDPR we are aware of our legal obligations to provide a copy of the data, free of charge and without undue delay and at the latest within one month of a request on receiving a Subject Access Request (SAR).

Dolphins Pre-school reserve the right to refuse or charged for information if the SAR is manifestly unfounded or excessive. We will inform the Data Subject of this within one month of the request and

provide information as to why it has been refused or why a charge has been requested.

Right to be Forgotten
A Data Subject has the right to ask Dolphins Pre-school to erase his/her personal data and cease further dissemination of the data. The right to be forgotten will not be available where we are under contract with the Data Subject or we hold the data to meet legal requirements. If personal data has been disclosed to third parties where possible, we are required to inform them about the erasure of personal data.

Right to Rectification
A Data Subject has the right to request that we rectify inaccurate or incomplete personal data concerning him/ her. If such personal data has been disclosed to third parties where possible these third parties will be informed. We will take steps to correct inaccurate or incomplete data as soon as practicable after becoming aware of it. We would always aim to have this completed and the Data Subject be advised of the action taken within one month.

Right to Object
A Data Subject has the right to object to the processing of their data where it is used for direct marketing, research, statistical analysis, for legitimate interests or the performance of a task in the public interest. Where a Data Subject objects to Dolphins Pre-school having their data for these purposes, we will no longer process the personal data and inform the Data Subject when this has been actioned. We will assume the Data Subject is removing consent for data to be used in that way and delete from our systems.

11. Reporting Breaches
All Dolphins Pre-school employees who are aware that a data breach has occurred should report the breach to their line manager and the Data Protection Officer. The Data Protection Officer will then ensure that the breach is recorded.

High Risk Breaches
Dolphins Pre-school are required under the GDPR to notify the Information Commissioners Office of a high risk data breach, where the breach is likely to result in a risk for the right and freedoms of the individual. Dolphins Pre-school will report the breach within 72 hours of first becoming aware of the breach. Dolphins Pre-school will also notify the individual concerned directly and advise them of what is being done to manage the risk.

12. Monitoring
Data Audit
The Data Audit outlines what information is held, what lawful process the data fits into, where the data is held, how long the data is held for, who has access, and whether the data is shared with any third parties.

Data Breach
The Data Breach Log is a centralised log for all data breaches to be recorded. All staff members are required to record their breach in this register along with the action taken and whether the ICO have been notified.

Subject Access Request
The Subject Access Request Log is a centralised log for all subject access requests to be recorded. This includes the name of the requester, the date of request and the date of completion.

13. Complaints
Dolphins Pre-school is fully committed to protecting the privacy of individuals and complying with the General Data Protection Regulation (GDPR). We will do our best to investigate any complaints from Data Subjects in accordance with our Complaints Procedure.

If you are unhappy with our handling of a SAR or have concerns with how we handle data, please let us know and we will try and resolve the issue. If you are still unsatisfied, you have the right to contact the

Information Commissioners Office and raise a concern with them. They can be contacted on: https://www.ico.org.uk/concerns/ or 0303 123 1113.

14. Training and Awareness

Dolphins Pre-school recognises that most staff in the course of their work will come into contact with personal data and endeavours to provide information, training and support to all employees to assist them in collecting, storing, processing and disposing of personal data.

Data Protection Training

All staff members are required to undertake data protection awareness training. New employees will undertake data protection training as part of the induction to ensure they are familiar with our Data Protection Policy and accompanying guidance documents. All staff members are encouraged to read this policy along with the assisting protocols and guidance documents to ensure compliance.

Data Protection Support

Data protection support is provided by Dolphins Pre-school

Employees should familiarise themselves with this policy and other relevant data protection protocols and guidance. Employees who fail to comply and as a result cause a significant data breach may face disciplinary action. Each incident will be assessed on a case-by-case basis.

Data Protection and Privacy Policy

Your privacy is important to Dolphins Pre-school so we have developed a number of privacy notices which cover how we collect, use, process, transfer and store your personal information. All your personal Information shall be held and used in accordance with The General Data Protection Regulation (2018). Our full Data Protection Policy can be accessed by contacting our Data Protection Officer (DPO).

Dolphins Pre-school is the data controller of your Information and is required to collect and process data for several purposes concerning its staff, contractors, parents/carers, children, website users and any other individual who comes into contact with the company. In gathering and using this data Dolphins Pre-school is committed to protecting all individuals' rights of freedom and privacy.
The policies below are intended to inform you how we gather, define, and utilise your personal information such as name, address, email address and mobile phone number.

Privacy Policy for website users

What personal data we collect about you as a visitor to our website

When you visit our website, you may provide us with two types of information:

- Personal Information you provide to us on an individual basis
- Registration website use information collected as you and others browse our website.

We maintain the highest standards of security, however the transmission of information via the internet is not completely secure. So, whilst we will do our best to protect your Information, we cannot ensure the security of your data transmitted to our website.
Any information you submit is sent at your own risk. Once we have received your Information we will use strict procedures and security features to minimise the risk of unauthorised access.
Similar to other commercial websites, our website uses a technology called "cookies" (see explanation below, "What Are Cookies?") and web server logs to collect information about how our website is used. Information gathered through cookies and web server logs may include the date and time of visits, the pages viewed, time spent at our website, and the websites visited just before and just after our website.

How we use the information you provide to us

Dolphins Pre-school use your Information in the following ways:

- to ensure that content from our website is presented in the most effective and efficient manner for you and your computer;
- to allow you to register, request information or order any products and services available on our website where you choose to do so;
- to notify you about changes to our service;
- in accordance with your authorisation at the point of registration;

- if you have given your consent at the point of registration, to contact you with information about products, services and special offers that you request from us, or that we feel may be of interest to you or to ask you to participate in one of our surveys. We may pass your Information to carefully selected third party organisations:
- if we buy or sell any business or assets in which case we may disclose your Information to the seller or buyer of such business or assets;
- if we are under a duty to disclose or share your personal data to comply with any legal obligation or in order to enforce or apply our terms and conditions and other agreements or protect the rights, property, or safety of our customers, or others. This includes exchanging information with other companies and organisations for fraud protection and credit risk reduction.

How we protect your information

Storage of data

The data you provide to us via the website we will hold in our software systems. Data relating to you and your child will be kept at Dolphins Pre-school. Personal data held within a software system will be securely protected with individual logins, which will only be given to those who need to access the data.

Your data subject rights

You may request access to all your Information that we collect online and maintain in our database by writing / emailing our Data Protection Officer (DPO) via our website.

We are obliged under GDPR to complete your request within 1 month of receipt of the request.

Your Consent

By using our website, you consent to our collection and use of your Information as described in this Privacy Policy. If we change our privacy policies and procedures, we will post those changes on our website to keep you aware of what information we collect, how we use it and under what circumstances we may disclose it.

Where we store your personal Data and Information that we collect from you may be transferred to and stored at a destination outside the European Economic Area ("EEA"). You consent to our sending and storing Your Information outside the EEA. We will take all steps reasonably necessary to ensure that your Information is treated securely and in accordance with this Privacy Policy.

Cookies

What Are Cookies?

A cookie is a very small text document, which often includes an anonymous unique identifier. When you visit a website, that site's web server/computer asks your computer for permission to store this file in a part of your hard drive specifically designated for cookies.

Each website can send its own cookie to your browser if your browser's preferences allow it, but (to protect your privacy) your browser only permits a website to access the cookies it has already sent to you, not the cookies sent to you by other sites, therefore private information supplied to one web site cannot be read by another organisation.
A more detailed look at how we use cookies on the Dolphins Pre-school web site can be found by clicking the 'Cookie Settings' button, you will also find further useful information at https://cookiepedia.co.uk/giving-consent-to-cookies

How We Use Information We Collect from Cookies

As you browse and navigate around our website, the website uses cookies to differentiate you from other users to prevent you from seeing unnecessary advertisements or requiring you to log in more than is necessary for security.
Cookies, in conjunction with our web server's log files, allow us to calculate the aggregate number of people visiting our website and which parts of the website are most popular. This helps us gather feedback so that we can improve our website and better serve our customers.

Cookies do not allow us to gather any personal Information about you and we do not generally store any

personal Information that you provided to us in your cookies.

Privacy Notice for Parents/carers

Dolphins Pre-school is the data controller for any personal information you provide to us regarding you or your child. This means we decide how your personal data is processed and for what purpose.
Dolphins Pre-school is required to collect and process data for a number of purposes concerning its staff, contractors, parents/carers, children and any other individual who comes into contact with the company. In gathering and using this data Dolphins Pre-school is committed to protecting all individual's rights of freedom and privacy to meet the requirements of the General Data Protection Regulation 2018 (GDPR).

What personal data we collect about you and your child

Dolphins Pre-school contractual responsibilities include but are not limited to the collection of the following personal data:

- Personal details (name, date of birth, gender)
- Attendance information (start date, hours in pre-school)
- Medical and health information
- Personal characteristics
- Dietary requirements and preferences (allergies on intolerances, food likes/dislikes)
- Special Educational Needs information
- Development records

The information we hold about you as a parent or guardian may include:

- Personal details (name, date of birth, national insurance number)
- Contact details (address, phone number, email address)
- Bank details (name of bank, account number and sort code)

We do hold some special category data about you and your child regarding race, ethnic origin, religion and health information. The special category data is only collected as required by the Local Authority or other public bodies for legal and contractual purposes. We comply fully with the requirements of GDPR in relation to special category data and are aware of the sensitive nature of the information.

It is the duty of you, the Data Subject to let us know of any personal data that has changed or is incorrect, we send out annual declaration forms to ensure the data we hold on you is accurate.

How we process your personal data Dolphins Pre-school complies with its obligations under the GDPR by keeping personal data up to date; storing and destroying it securely; not collecting or retaining excessive amounts of data; protecting personal data from loss, misuse, unauthorised access and disclosure and by ensuring that appropriate technical measures are in place to protect personal data. All the data we process, we do so to fulfil the contract we have with you.
Dolphins Pre-school hold and processes your data to be able to:

- Provide the appropriate care for your child
- Support your child's learning
- Monitor and report on your child's progress
- Ensure the right first aid and medication is provided to your child in cases where they become ill or have an accident in our care

There is certain data we hold about you as a parent or guardian to be able to successfully carry out the contract. The information we hold about you includes your name and address, contact details, bank details and signatures. We hold this personal data and use it to:

- Be able to contact you in case there is an emergency regarding your child
- Be able to take payment for the childcare we are providing your child
- To provide proof of consent of your agreement to our contract terms and conditions

Whilst much of the data you provide to us is mandatory to carry out the contract you hold with us, some of it is provided on a voluntary basis. To comply with the GDPR we will inform you at the time of collection whether the information you are asked to provide is mandatory. Where personal data is not required for legal or contractual reasons, we will give you the opportunity provide your consent for us to use your data for that purpose.

The lawful basis in which we process this data Dolphins Pre-school collects and process all the information you provide to us as a parent or guardian under the contractual lawful process. It is necessary to process this data to be able carry out the requirements of the contract. Without this data we will not be able to fulfil your contract and thus not be able to keep your child in our care.
The health and medical data you provide to us regarding your child is legally required and is vital to keep your child safe whilst in our care.

Data regarding your child's ethnicity, race and religion is only processed under the requirements of Local Authorities and public bodies and upholding Dolphins Pre-school equal opportunities policy and ensuring we are meeting the Equality Act 2010.
Some data will only be processed if explicit consent is given. This can include the ability to take photographs of your child and using your details for direct marketing. Where this is the case we will ask for your specific consent.

Who collects this data
Dolphins Pre-school collects most of its data directly from the individual themselves. The information we collect about you and your child will all be obtained from the application form you fill out when you first enrol your child. Additional data is collected as part of the Annual Declaration and on an ad-hoc basis as required.

Storage of data
All your data is either kept in our software systems or in paper format. Data relating to you and your child will be kept in the pre-school. Personal data held within a software system will be securely protected with individual logins, which will only be given to those who need to access the data. If you wish to see the full version of our policies relating to ICT please contact the Data Protection Officer.

All data stored in paper format will be kept in a safe location where only those who are authorised to access it, can.

Who and why we share this data
We are legally obliged to pass some of your details on to third parties for legal reasons such as public bodies. This includes Local Authorities, Ofsted, NHS, Police and enforcing agencies. We will not give information about you or your child to anyone outside of the company without your explicit consent unless the law or our terms and conditions allow us to.
We may also share data with organisations for trend analysis. The processing of this kind of data we are not legally required to do and therefore we will ask you for your explicit consent for us to share your data for this purpose

We may share your child’s progress data with schools as they transfer from pre-school, however this will only be done with the explicit consent from you as a parent or guardian.

Data retention periods
Dolphins Pre-school is committed to ensuring we do not hold personal data for any longer than necessary. Data which we hold under contract is subject to specified retention periods. These are detailed within our data audit details of which are available upon request.

Further processing
If we wish to use your personal data for a new purpose, not covered by this Data Protection Privacy Notice, we will provide you with a new notice explaining this new purpose. Where and whenever necessary, we will seek your consent to the new processing.

Your data subject rights
Under GDPR you have the right to request access to any of the data held by Dolphins Pre-school about you and your child. If you wish to make a subject access request please contact the Data Protection Officer (DPO).
If you feel Dolphins Pre-school has not handled your or your Child’s personal details adequately or you are unhappy with how your data request has been dealt with contact the Data Protection Officer (DPO).

Recruitment

If you are successful and are offered a position to work for Dolphins Pre-school we will hold your data under contract. Further information on what information we hold on employees, how we store it and how we process this data can be found on the Privacy Notice for Employees below.

If you are unsuccessful we will dispose of any personal data you have supplied us immediately unless you have given explicit consent for us to keep this information.

Privacy Notice for Employees

Dolphins Pre-school is the data controller for any personal information you provide to us regarding yourself as an employee of Dolphins Pre-school. This means we decide how your personal data is processed and for what purpose.
Dolphins Pre-school is required to collect and process data for a number of purposes concerning its staff, contractors, parents/carers, children and any other individual who comes into contact with the company. In gathering and using this data Dolphins Pre-school is committed to protecting all individual's rights of freedom and privacy and meeting the requirements of the General Data Protection Regulation 2018 (GDPR).

What personal data we collect about you

Dolphins Pre-school contractual responsibilities include but are not limited to the collection of the following personal data:

- Personal information (name, employee number, national insurance number)
- Contact information (phone number, email address)
- Work absence information (number of absences and reasons)
- Qualification and educational history
- Bank details (name of bank, account number and sort code)
- Medical and health information
- Contract information (start date, hours worked, salary information)

We do hold some special category data about you regarding your race, ethnic origin, religion and health information. The special category data we hold we only process if it is essential for the purpose of a contract or required for legal reasons and is adequately protected because of the sensitive nature of the information. We only use this information for equal opportunity research and feedback.

It is the duty of the data subject to let us know of any personal data that has changed so we can update our records and ensure the data we hold on you is accurate.

How we process your personal data

Dolphins Pre-school complies with its obligations under the GDPR by keeping personal data up to date; storing and destroying it securely; not collecting or retaining excessive amounts of data; protecting personal data from loss, misuse, unauthorised access and disclosure and by ensuring that appropriate technical measures are in place to protect personal data. All the data we process from employees, we do so to fulfil the contract.
Dolphins Pre-school hold and processes your data to be able to:

- Enable individuals to get paid
- Contact employees when necessary

The lawful basis in which we process this data

Dolphins Pre-school collects and process all the information you provide to us about yourself as an employee under the contractual lawful process. It is necessary to process this data to be able carry out the requirements of the contract. Without this data we will not be able to fulfil the contract and thus not be able to employ you as a member of staff here at Dolphins Pre-school.
The health and medical data you provide to us is legally required and is vital to keep you safe whilst you are employed with us. It is also under your contract that you supply sick notes to us as evidence of proof of illness and ensure you are paid for these days.
Data regarding your ethnicity, race and religion is only processed for monitoring and upholding Dolphins Pre-school equal opportunities policy and ensuring we are meeting the Equality Act 2010.

Who collects this data

Dolphins Pre-school collects most of its data directly from the individual themselves. The information we collect about you will be obtained from the application you give us during the recruitment process or new starter pack you fill out when you first become employed with Dolphins Pre-school. Additional data is collected via our payroll system and on an ad-hoc basis as required.

Storage of data
All your data is either kept in our software systems or in paper format. Employees' data may be held within the department your work for. Bank details are held in payroll. Personal data held within software systems securely protected with logins, which will only be given to those who need to access the data.
All data stored in paper format will be kept in a safe environment where only those who need it can access it. This may include being locked away.

Who and why we share this data
We are legally obliged to pass some of your details on to third parties such as public bodies or civil services. These may include, the police, the courts, HMRC and pension providers. We limit the sharing of data to third parties as far as practicable and only share data where it is necessary for legal reasons or for the processing of the contract.

Data retention periods
Dolphins Pre-school is committed to ensuring we do not hold personal data for no longer than necessary. We are required by law to hold some of the personal data you provide us for certain periods of time. Medical, health and accident data will not be destroyed and both financial and personal data we will hold for 6 years after you have left, after this period your data will be appropriately disposed of. Further information can be found on our Management, Retention and Disposal of Records Guidance.

Further processing
If we wish to use your personal data for a new purpose, not covered by this Data Protection Notice, we will provide you with a new notice explaining this new purpose. Where and whenever necessary, we will seek your consent to the new processing.

Your data subject rights
Under GDPR you as an employee have the right to request access to any of the data held by Dolphins Pre-school. If you wish to make a subject access request, please contact the Data Protection Officer (DPO).

If you feel Dolphins Pre-school has not handled your personal details adequately or you are unhappy with how your data request has been dealt with contact the Data Protection Officer (DPO).

Consent
Dolphins Pre-school is committed to ensuring where consent is required, it is freely given, specific and unambiguous. Where consent is required for additional processing, data subjects are given the opportunity to freely give their consent to us processing that data for the specified purpose. Additional consent forms will be distributed to gather additional permission.

Contact Us
If you have any questions or suggestions regarding our privacy policy, please contact us via our website

This Agreement

Dolphins Pre-school reserve the right to vary the terms and conditions contained in this Agreement

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 Dolphins Pre-school may vary terms from time to time.