St Michael's Family Centre

Registered as a Charity
OfSTED Registration number EY 411778 Saddlebow Road
OfSTED Registration number EY 399923 Church Lane
OfSted Registration number EY 2673202 Terrington St Clement

Policies and Procedures

Related to:
Confidentiality and Data Protection
E-Safety and Use of IT
Including: Complaints procedure

Saddlebow Road, Church Lane and
Terrington St Clement

St Michael's Family Centre confidentiality policy / data protection procedures (EYFS statutory framework)

Statement of intent

It is our intention to respect the privacy of children and their parents and carers, while ensuring that they access high quality care and education.

Aim

We aim to ensure that all parents and carers can share their information in the confidence that it will only be used to enhance the welfare of their children.

Methods

To ensure that all those using and working in the Family Centre can do so with confidence, we respect confidentiality in the following ways.

- Parents have ready access to the files and records of their own children but do not have access to information about any other child.
- Staff will not discuss personal information given by parents with other members of staff, except where it affects planning for the child's needs. Staff induction includes an awareness of the importance of confidentiality in the role of the key worker.
- Any concerns/evidence relating to a child's personal safety are kept in a secure, confidential file and are shared with as few people as possible on a "need-to-know" basis.
- Personal information about children, families and staff is kept securely in a lockable file whilst remaining as accessible as possible.
- Issues to do with the employment of staff, whether paid or unpaid, remain confidential to the people directly involved with making personnel decisions.
- Students on recognised qualifications and training, when they are observing in the Family Centre are advised of our confidentiality policy and required to respect it.

<u>Data protection procedures:</u>

All personal information held on children and families is stored in keeping with the requirements of the Data Protection Act (GDPR) 2018 and in a secure place with only those that are authorised to access the information having access.

All personal detail records are kept for 3 years after the child or family has had contact or services from the centre and then disposed of by shredding or incineration (note the protocols related to Record Keeping in the Child Protection and Safeguarding Policy also apply).

Information stored on IT based facilities are pass-word protected and only accessed by those authorised to do so –such records are deleted 3 years after the last attendance date of the child.

Financial information is retained for 7 years in secure files and then shredded or incinerated

Accident reports are retained for 21 years in secure files and then shredded or incinerated

Complaint logs are kept for 3 years after the complaint date in a secure place and then shredded or incinerated (EYFS Statutory guidance)

All mobile telephones are stored in a secure locker away from the children throughout the time the adult is in the centre.

Staff files are retained for 1 year after the staff member has left and then the details of the staff name / address with start and end date of employment are entered onto a data base plus any disciplinary investigation and outcomes.

Staff are provided training and details on the safe use of Social networking sites to include the need to maintain a professional code of conduct which includes not being friends with parents of children attending the family centre or discussing any issues related to work / children / families on such site – disciplinary action will be taken for any misuse of such sites.

Staff are expected to ensure that **any /all personal devices that have INTERNET** access are locked away in either secure lockers or office spaces – this includes but not limited to **mobile phones/ smart watches/ tablets or other such items. Note for any situation whereby a personal mobile phone is required to be in the working area this must be agreed with the Centre lead and logged into the daily diary to record details of the circumstances /nature of need and date.**

All the undertakings above are subject to the commitment of the family centre, which is to the safety and well-being of the child/ family and staff members.

Please see also refer to our policy on: complaints/e-safety/safeguarding children/child protection/social networking/ standards of behaviour expected from staff/whistle-blowing.

St Michael's Family Centre Privacy Notice

(How we use parents/carers and children's information)

All information that we collect is necessary to meet our contractual and legal requirements as an Early Years Setting, from Ofsted, Local Authorities and the EYFS.

The categories of information that we collect, hold and share include:

• Personal information (such as name, date of birth and address)
• Characteristics (such as ethnicity, language, nationality, country of birth and funding eligibility) for children
• Attendance information (such as sessions attended, number of absences and absence reasons) for children
• Relevant Medical information for children
• Special Educational Needs information for children
• Assessment information for children
• Bank details for adults
• Proof of identity for adults
• Birth certificates for funding for children
• Details of any accidents / incidents / existing injuries
• Relevant documentation for child protection and safeguarding concerns
• Funding information and details

Why we collect and use this information

We use the data:
• to support children's learning
• to monitor and report on their progress
• to provide appropriate pastoral care
• to assess the quality of our services
• to comply with the law regarding data sharing
• to comply with the requirements of the EYFS and Ofsted
• to ensure children are eligible for funding
• to process nursery fees
• to ensure children's health, safety and wellbeing

The lawful basis on which we use this information

We collect and use child information under the Statutory Framework for the Early Years Foundation Stage (given legal force by the Childcare Act 2006), The Limitation Act 1980.

By completing and signing the St Michael's Family Centre Admission/registration form you are giving consent for us to process yours and your child's personal data for the specific purposes of being part of the family centre. The processing of the information you have provided about yourself and your child is necessary for the contract you have completed in the admission/registration form. We have a legal obligation to process the information provided to comply with the law.

Collecting Children's Information:

Whilst the majority of children's information you provide to us is mandatory, some of it is provided to us on a voluntary basis. In order to comply with the General Data Protection Regulation, we will inform you whether you are required to provide certain information to us or if you have a choice in this.

Storing children's data:
We hold children's data such as their registration and attendance details, for 1 year after the child's last attendance, accidents and incident records until each child has reached the age of 21.
Learning and assessment for the children is stored for up to three months after the child has left the setting, then removed from electronic storage.
Parents are able to download or print this themselves at any point up until this time.

Who we share children's information with:
We routinely share child information with:
- Department for Education (DfE)
- Schools or other settings that the children attend after leaving us
- Our local authority
- Ofsted
- Health Visitors
- Social Workers
- Inclusion teams, SEN panels, funding etc
- Local Children's safeguarding boards / LADO
- Other providers that a child attends
- Multi agency professionals working with individual children

Why we share child information
We do not share information about children with anyone without consent unless the law unless we are obliged to as part of a lawful process/investigation. Decisions on whether DfE releases this personal data to third parties are subject to a robust approval process and are based on a detailed assessment of who is requesting the data, the purpose for which it is required, the level and sensitivity of the data requested and the arrangements in place to store and handle the data. To be granted access to child level data, requestors must comply with strict terms and conditions covering the confidentiality and handling of data, security arrangements and retention and use of the data.
For more on information on how this sharing process works, please visit http://www.gov.uk/guidance/national-pupildatabase-apply-for-a-data-extract.
For information on which third party organisations (and for which project) child level data has been provided to, please visit https://www.gov.uk/government/publications/national-pupildatabase-requests-recieved.

If you require more information about how we and/or the DfE use this information please visit DfE's website https://www.gov.uk/data-protection-how-we-collect-and-share-researchdata or email us at office@stmichaelsfamilycentre.co.uk
Requesting access to your personal data Under data protection legislation, parents and children have the right to request access to information about them that we hold.
To make a request for your personal information, or be given access to your child's educational record, contact our Company Compliance Officer at office@stmichaelsfamilycentre.co.uk

You also have the right to:

• object to processing of personal data that is likely to cause, or is causing, damage or distress
• prevent processing for the purpose of direct marketing
• object to decisions being taken by automated means
• in certain circumstances, have inaccurate personal data rectified, blocked, erased or destroyed; and
• claim compensation for damages caused by a breach of the Data Protection regulations

If you have a concern about the way we are collecting or using your personal data, we request that you raise your concern with us in the first instance at office@stmichaelsfamilycentre.co.uk
Alternatively, you can contact the Information Commissioner's Office at https://ico.org.uk/concerns/
Contact: If you would like to discuss any of the content in this privacy notice please email: office@stmichaelsfamilycentre.co.uk

St Michael's Family Centre Complaints procedure

Statement of intent

Within the Family centre we believe that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome suggestions on how to improve our services and will give prompt and serious attention to any concerns about the running of the centre. We anticipate that most concerns will be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result, we have a set of procedures for dealing with concerns.

Aim

We aim to bring all concerns about the running of our centre to a satisfactory conclusion for all of the parties involved.

Methods

To achieve this, we operate the following complaint procedure.

How to complain

Stage 1

- Any parent who is uneasy about an aspect of the centre provision talks over, first of all, his/her worries and anxieties with the EYP in the relevant centre or the centre leader.

Stage 2

- If this does not have a satisfactory outcome, or if the problem recurs, the parent moves to Stage 2 of the procedure by putting the concerns or complaint in writing to the Family centre leader and the chair of the management committee.
- Most complaints should be able to be resolved informally at Stage 1 or at Stage 2.

Stage 3

- The parent requests a meeting with the family centre leader and the chair of the management committee. Both the parent and the centre lead can have a friend or partner present if required. An agreed written record of the discussion is made. All of the parties present at the meeting sign the record and receive a copy of it.
- This signed record signifies that the procedure has concluded.

Stage 4

- If at the Stage 3 meeting the parent and 'the family centre' cannot reach agreement, an external mediator is invited to help to settle the complaint. This person should be acceptable to both parties, listen to both sides and offer advice. A mediator has no legal powers but can help to define the problem, review the action so far and suggest further ways in which it might be resolved.
- Staff or volunteers within the Pre-School Learning Alliance or Early Years Network are appropriate persons to be invited to act as mediators.

- The mediator keeps all discussion confidential. S/he can hold separate meetings with the centre personnel (centre manager and chair of the management committee) and the parent, if this is decided to be helpful. The mediator keeps an agreed written record of any meetings that are held and of any advice s/he gives.

Stage 5

When the mediator has concluded her/his investigations, a final meeting between the parent, the centre manager and the chair of the management committee is held.

The purpose of this meeting is to reach a decision on the action to be taken to deal with the complaint. The mediator's advice is used to reach this conclusion. The mediator is present at the meeting if all parties think this will help a decision to be reached.

- A record of this meeting, including the decision on the action to be taken, is made. Everyone present at the meeting signs the record and receives a copy of it. This signed record signifies that the procedure has concluded.

The role of the Office for Standards in Education, Early Years Directorate (OfSTED) and the Local Safe Guarding Children Board.

Parents may approach OfSTED directly at any stage of this complaint procedure. In addition, where there seems to be a possible breach of our registration requirements, it is essential to involve OfSTED as the registering and inspection body with a duty to ensure the National Standards for Day Care is adhered to.
The address and telephone number of our OfSTED centre are:
OfSTED: Application Regulatory and Contact (ARC) team OfSTED, Piccadilly Gate, Store Street, Manchester, M1 2WD
Telephone number: 0300 123 1231. These details are displayed on our family centre parent notice board.
If a child appears to be at risk, our centre follows the procedures of the Local safeguarding Children Board. In these cases, both the parent and centre manager are informed and the centre manager works with OfSTED or the Local Safe-guarding Children Board to ensure a proper investigation of the complaint followed by appropriate action.

Records

A record of complaints against our Family centre and/or the children and/or the adults working in the Family centre is kept, including the date, the circumstances of the complaint and how the complaint was managed.

Policy for E-Safety and use of technology

Statement of intent

All early years settings have a duty to ensure that children are protected from potential harm both within and beyond the learning environment. Within the family centre we recognise that technology can be used to support the development of quality practice for example the use of computers and digital cameras to support the production of children's learning stories. However all activities that require the use of technology will be used in a sensible and responsible manner and every effort will be made to safeguard against all risks, however it is likely that we will never be able to completely eliminate them. Any incidents that do arise will be dealt with quickly and according to policy to ensure that children and staff continue to be protected.

Aims

Our aims are to:

- To ensure the well-being of all children and families at all times
- To maintain all information related to children and families in keeping with best practice and the confidentiality policy.
- To offer valuable guidance and resources to early years settings and practitioners to ensure that they can provide a safe and secure online environment for all children in their care in keeping with best practice and the EYFS statutory guidance.
- To raise awareness amongst staff and parents/carers of the potential risks associated with online technologies, whilst also highlighting the many educational and social benefits.
- To provide safeguards and rules for acceptable use to guide all users in their IT experiences.
- To ensure adults are clear about procedures for misuse of any technologies both within and beyond the early years setting.

Scope of the policy:

This policy applies to all staff, children, parents/carers, committees, visitors and contractors accessing the internet or using technological devices on the premises. This includes the use of personal devices by all of the above mentioned groups, such as mobile phones or iPads/tablets which are brought into an early years setting. This policy is also applicable where staff or individuals have been provided with setting issued devices for use off-site, such as a work laptop or mobile phone.

Methods:

All staff have a shared responsibility to ensure that children are able to use the internet and related technologies appropriately and safely as part of the wider duty of care to which all adults working with children are bound.

The Network Manager/ICT Technician is responsible for ensuring that:

- the setting's ICT infrastructure/system is secure and not open to misuse or malicious attack.
- anti-virus software is installed and maintained on all setting machines and portable devices.
- the setting's filtering policy is applied and updated on a regular basis and that responsibility for its implementation is shared with the E Safety Lead and the Designated Person for Safeguarding.
- any problems or faults relating to filtering are reported to Designated Person for Safeguarding and to the broadband provider immediately and recorded on the e Safety Incident Log.
- users may only access the setting's network through a rigorously enforced password protection policy, in which passwords are regularly changed.
- he/she keeps up to date with e safety technical information in order to maintain the security of the network and safeguard children.

- the use of the setting's network is regularly monitored in order that any deliberate or accidental misuse can be reported to the E Safety Lead/Designated Person for Safeguarding.

Access to emails:

- The setting provides all staff with access to a professional email account to use for all work related business, including communication with parents and carers. This allows for email content to be monitored and protects staff from the risk of allegations, malicious emails or inappropriate contact with children and their families.
- Staff must not engage in any personal communications (i.e. via hotmail or yahoo accounts etc.) with children or families who they have a professional responsibility for. This prohibits contact with former children outside of authorised setting email channels also.
- All emails should be professional in tone and checked carefully before sending, just as an official letter would be.

Use of Social Networking Sites (advertising or parental contact):

Social networking sites (e.g. Facebook and Twitter) can be a useful advertising tool for early year's settings and can often be an effective way of engaging with young or hard to reach parents. Due to the public nature of social networking and the inability to keep content truly private, great care must be taken in the management and use of such sites. Best practice guidance states that:

- Identifiable images of children should not be used on social networking sites.
- To maintain professional distance and to avoid unwanted contact, staff should not link their personal social networking accounts to the setting's page.
- Ensure that privacy settings are set to maximum and checked regularly.
- For safeguarding purposes, photographs or videos of looked after children must not be shared on social networking sites.
  Please refer to our Social Networking policy further guidance.

Mobile/Smart Phones:

Staff:

- Personal mobile phones are permitted on setting grounds they will be stored in a secure area designated for personal belongings and not accessible to children, they can be used during break times only, within designated 'rest' areas away from children. (Note with previously gained consent personal phones may be available for use in emergency situations)
- Personal mobile phones must never be used to contact children or their families, nor should they be used to take videos or photographs of children. Setting issued devices only should be used for this purpose and, if containing sensitive information or photographs of children, should not leave the premises unless encrypted.

Photographs and Video:

Digital photographs and videos are an important part of the learning experience in early years settings and, as such, staff have a responsibility to ensure that they not only educate children about the safe and appropriate use of digital imagery, but also model good practice themselves.

- Written consent must be obtained from parents or carers before photographs or videos of young people will be taken or used within the setting, including displays, learning journeys, setting website and other marketing materials.

- Staff will only use the provided and labelled IPads which when not in use will be stored in a secure area away from the children – note it may be appropriate for the children to use and take photo's under the direct supervision of a staff member.
- Staff will ensure that children are at ease and comfortable with images and videos being taken.
- Staff must not use personal devices, such as cameras, video equipment or camera phones, to take photographs or videos of children. However, in exceptional circumstances, such as equipment shortages, permission may be granted by the centre lead or for use of personal equipment for setting related photographs or videos, provided that the there is an agreed timescale for transfer and deletion of the image from the staff member's device.
- In the case of an outing, all data must be transferred/deleted from the setting's device before leaving the setting.

Computers i.e. Laptops/iPads/Tablets

Staff Use:

- A log of all ICT equipment issued to staff, including serial numbers, is maintained by the Finance /ICT manager.
- The settings laptop/devices should be used by the authorised person only for the agreed purposes.
- Staff are aware that all activities for example registers, planning and record keeping activities including the online Learning Journals Tapestry carried out on setting devices and systems, both within and outside of the work environment, will be monitored in accordance with this policy.
- Staff will ensure that setting laptops and devices are made available as necessary for anti-virus updates, software installations, patches, upgrades or routine monitoring/servicing.
- Staff **will not use any private devices** in the Centre to include but not limited to Smart Watches/ tablets – these must be sorted in lockers or secure areas away from the children.

Children's Use:

- Computers i.e. Laptop, iPad or tablet use must be supervised by an adult at all times and any games or apps used must be from a pre-approved selection checked and agreed by the centre lead and ICT Manager.
- Online searching and installing/downloading of new programmes and applications is restricted to authorised staff members only. Children should not be able to search or install anything on a setting device.

Data Storage and Security

- Sensitive data, photographs and videos of children are not stored on setting devices which leave the premises (e.g. laptops, mobile phones, iPads, USB Memory Sticks etc.) unless previously agreed and encryption software is in place.

- Learning journals / stories are not to be taken home by staff unless previously agreed and then a signed log to be kept to record details of which records have been taken, when and by whom and when they were returned.