



PROSPECTUS

"A world of possibilities"





Dear Parent/Carer,

Welcome to Bambinos Childcare Centres. As professionals, parents and carers we all want the best for children in our care. Bambinos is committed to providing quality childcare and education through the Bambinos approach, for all children from 0-5 years as well as after-school and holiday clubs for children of 5-11 years.

We offer a secure, happy and stimulating environment. We provide the children with real, authentic and inspiring resources and are passionate about promoting independence and discovery through loose parts play. Self-confidence, consideration for others and good manners are encouraged. Each child is special and unique and as such we recognise different individual needs. Children learn best when praised, valued and encouraged. At Bambinos the journey of learning and discovery is fun.

We understand your needs as a parent or carer and always aim to exceed your expectations and offer a quality service. You are entrusting us with the care of your child and we place the safety, welfare and development of your child as our number one priority above all other considerations.

Please call us to arrange a visit to one of our unique sites. The individual nursery Managers will be delighted to show you around and discuss your requirements for your child. We look forward to meeting you.

Yours sincerely,

*Mrs Jemma Honey
& Miss Sara Richards*

DIRECTORS

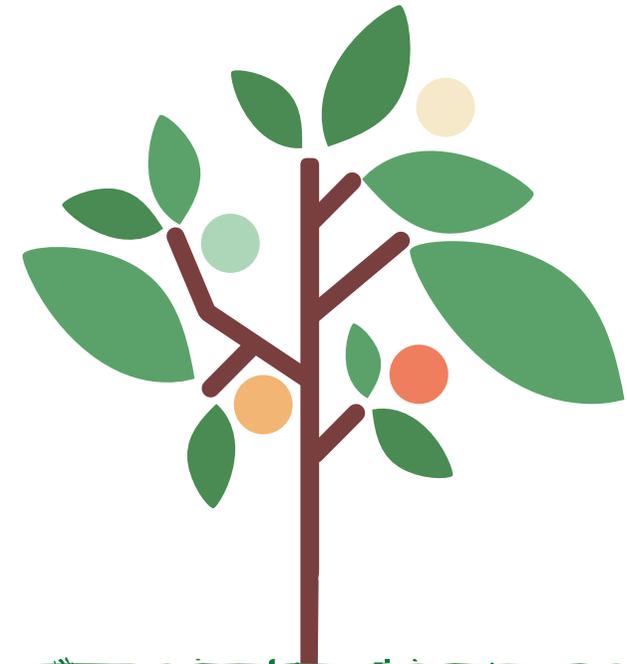


Visit our website at
bambinosdaynursery.co.uk



Welcome to Bambinos®

childcare centres



Bambinos Childcare Centres were originally established in 1995. We have continued to provide outstanding childcare in Plymouth offering parents and carers the highest standard of care, learning and development opportunities in a safe, secure and happy environment. At Bambinos children enjoy a daily variety of activities to nurture their social, intellectual, emotional and physical development indoors and out!

We are proud to offer care from a committed and valued team, many loyal and longstanding staff, all highly motivated and fully trained.

We pride ourselves in having the best staff available, as well as committing to ongoing training and development ensuring that skills and knowledge are kept up to date.

Bambinos is committed to safeguarding and promoting the welfare of children and employees and applicants must undergo child protection screening appropriate to the post, including checks with past employers and the Disclosure and Barring Service and we expect all staff and volunteers to share this commitment. Bambinos is an equal opportunities employer.

Mission Statement

Bambinos Childcare Centres are committed to providing exceptionally high quality childcare for children aged between 0-11 years. Children are able to learn through play and are cared for by reflective practitioners in a welcoming and inclusive environment. We are committed to safeguarding and promoting the welfare of all children in our care and ensure we apply current guidance and legislation.

Our Objectives

- To run a professional organisation providing safe and reliable childcare and to provide excellent play and learning opportunities for all children in our care taking into account of individual needs of all children, parents/carers and staff.
- Actively implement and apply current guidance through the Early Years Foundation Stage, the Working Together to Safeguard Children document and the Prevent Duty and other current legislation documents.
- Maintain a high-quality staff team through respect, consideration, training and role modelling.
- To monitor, evaluate and assess our working practices for the development of the setting and establish excellent relations with customers, staff and other professionals we work with.
- Annually update all policies and procedures and ensure all staff have a sound knowledge and understanding of them and that they are always available for parents/carers.
- To involve parents/carers in their child's learning at every opportunity.
- Promoting and endorsing an ethos of equal opportunities for all within the setting.
- Continuously look to improve quality and efficiency in all areas.



Opening Hours

The nursery is open all year round, excluding Bank Holidays and occasional shutdown periods at Christmas, from 8.00am to 6.00pm Monday to Friday.

We understand that from time to time, you may require childcare outside these hours and all the settings can be open from 7.00am until 6.30pm by prior arrangement. We offer Free Early Education sessions between all opening hours.

Children's Age Groups

All children are cared for in separate groups according to age and corresponding to the Early Years Foundation Stage Framework.

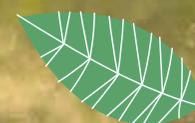
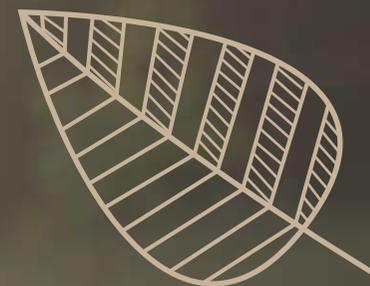
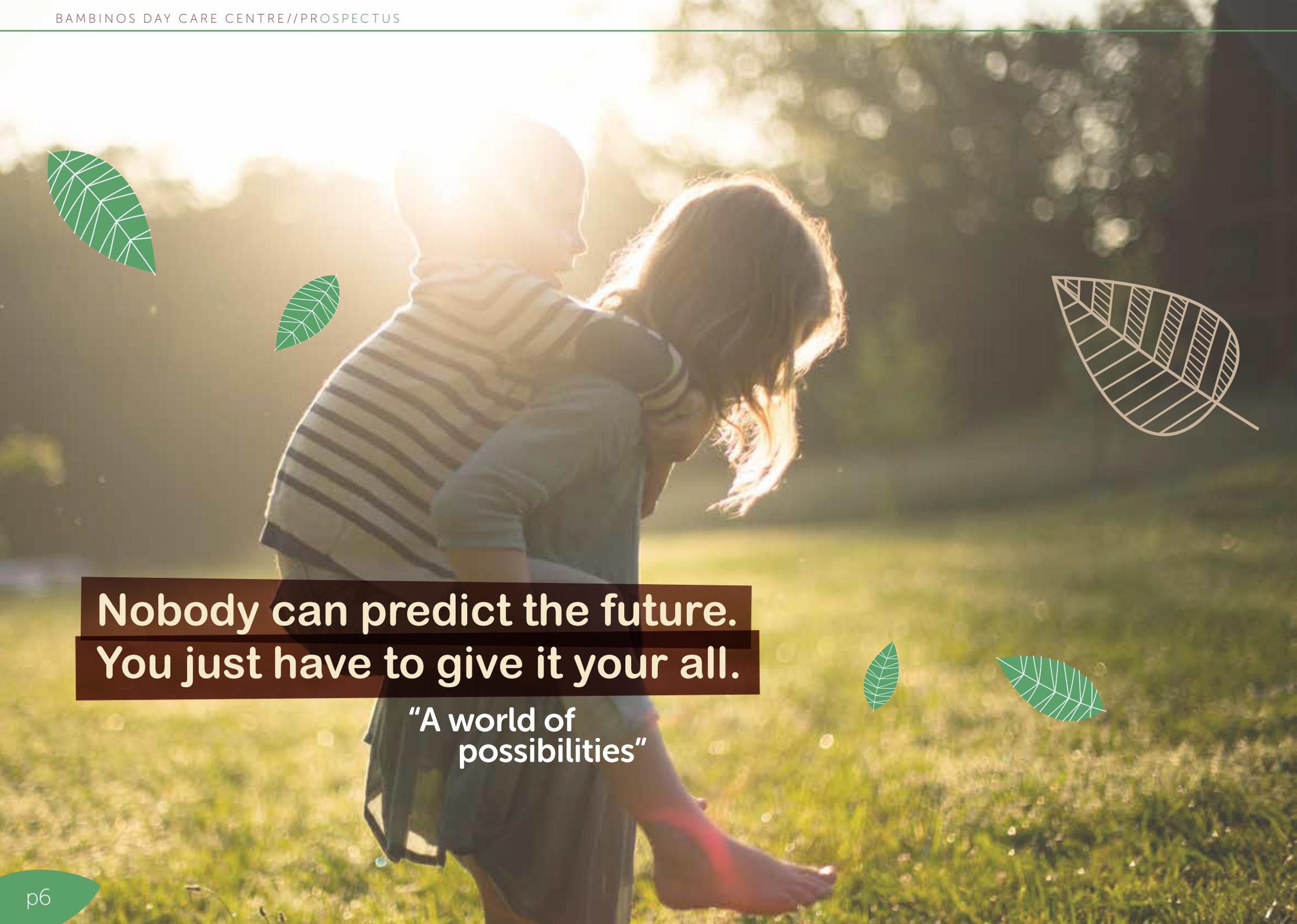
These are generally in three age groups:

- 0 - 2 years
- 2 - 3 years
- 3 - 5 years

...but may vary slightly at individual settings.

Each group has a set amount of space available and there are often other shared areas such as ball pools, soft play rooms or sensory rooms which all children have access to at various times throughout the day. We adhere to staff to child ratios in line with the Early Years Foundation Stage Framework and Ofsted guidelines.

All equipment and resources, are appropriate to children's developmental needs and are regularly checked and monitored by the manager risk assessing the nursery regularly.



**Nobody can predict the future.
You just have to give it your all.**

**"A world of
possibilities"**

Starting Nursery

All children are offered a home visit before joining us at Bambinos. This gives us an insight into your child's existing daily patterns and routines, considering likes and preferences. Although children change very quickly, and routines alter as a child's needs change and develop, it can be useful for parents or carers to have a home visit to discuss details about your child's requirements and your expectations of the nursery environment.

Settling-in sessions prior to the actual start date at nursery are encouraged and can be arranged to suit each individual. These are beneficial to both the child and the parent/carer. We suggest that you drop your child at nursery, for an hour or so for a couple of times before he or she is due to start, introducing the child to the new surroundings, and the staff. This is also an opportunity for you to spend time with your child's key person to exchange and document important information to allow a smooth transition into nursery for your child.

We work closely with health colleagues and require all parents/those with parental responsibility to bring in their child's Health Record Book (known as the red book) upon enrolment or to the first settling-in session. The duty manager will enter the nursery details in the back pages.

Things to Bring to Nursery

Bambinos provides protective clothing for the children when they play with messy activities although we recommend children do not wear their best clothes to nursery.

Parents will need to provide the following items but we ask that no carrier bags are brought into the nursery please:

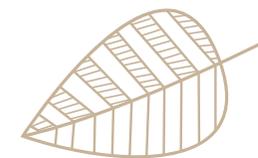
- Changes of clothes in case of accidents.
- Toothbrush and toothpaste for children aged 2 years or above
- Outdoor clothing e.g. wellies and sun hat depending on weather conditions.
- Disposable nappies.
- Creams and wet wipes.
- A comforter if required.

We do ask that children do not wear jewellery in the nursery for their own safety and for the safety of others. The nursery cannot be responsible for the loss of such items.



Learning Through Experience

Your child will experience the Bambinios approach as we seek to encourage your child's natural sense of wonder. Provocations to inspire learning and mindful practitioners create outstanding emotional and physical environments where magic happens! Children engage in child-led investigative and exploratory play opportunities indoors and out! Learning through play is central to the Bambinios approach and through this children are able to progress successfully through all areas of learning within the Early Years Foundation Stage.



Physical Play

We recognise the importance of outdoor activities and fresh air. Children need opportunities to run, climb, explore and learn about the environment. Every site has an outdoor garden and equipped play area, which is used by the children in small, supervised groups, within their age range. Where the building lends itself we also have a system of free flow activities indoors and outdoors for the pre-school children. Children are encouraged to get their hearts beating fast and be active throughout the day!

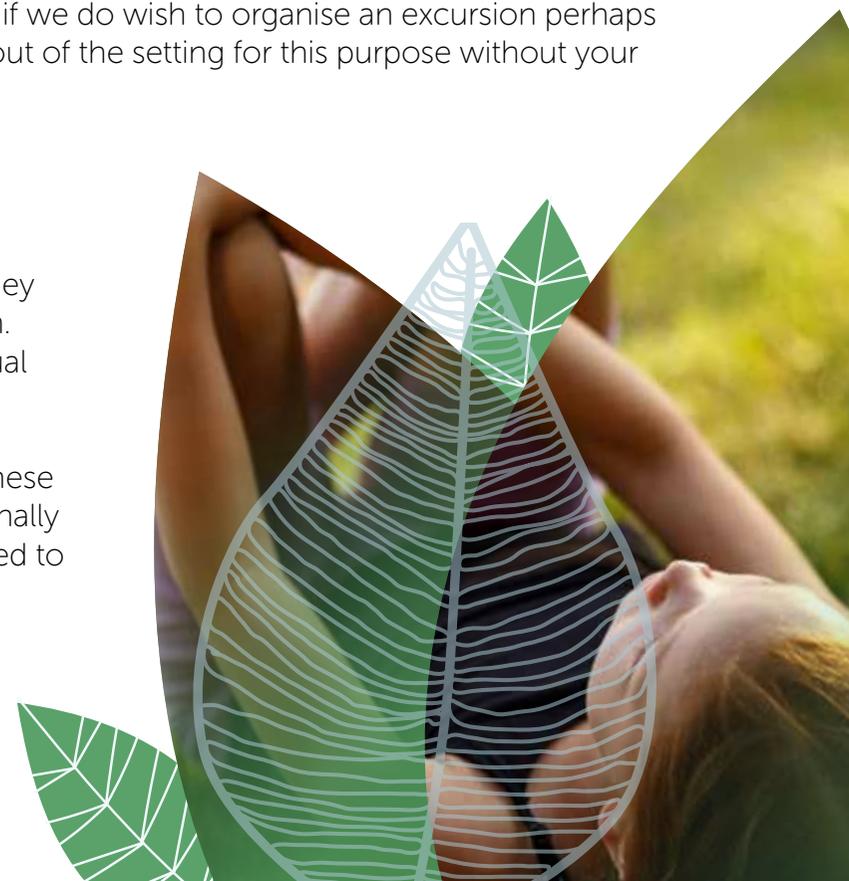
As a rule, we do not take your child out of the nursery setting for regular trips/visits. However, if we do wish to organise an excursion perhaps to the local library to enhance learning, you will be informed and we will not take your child out of the setting for this purpose without your permission.

Caring Staff

Staff are recruited for their qualifications, professionalism and experience. We look for what they can offer the children. They must have enthusiasm, dedication and a genuine love of children. We keep a high ratio of qualified staff to children ensuring that your child receives the individual care and attention he or she needs.

We also employ qualified early years teachers and staff with Early Years Professional Status. These team members work closely with the manager and are able to ensure standards are exceptionally high for all children. All staff are trained up to the Bambinios standard and are regularly reviewed to update training and development of additional skills. We are committed to the training and personal development of our staff, which exists throughout Bambinios.

All staff wear a Bambinios uniform and identification badge assisting parents/carers in readily recognising staff and their positions and key roles can be seen on the staff photo boards.



Our staff structure is as follows:

Assistant Nursery Nurse
Accredited Nursery Nurse
Senior Nursery Nurse
Deputy Manager and/or Early Years Advisor/Early Years Teacher
Assistant Manager/Baby Unit Manager/Deputy Manager
Nursery Manager
Senior Manager

No members of staff are able to begin employment with Bambinos until they have obtained a satisfactory enhanced Disclosure and Barring Service check and these are checked using the DBS Update Service at least once per year. References are sought for all employees including from their immediate ex-employer and a thorough induction process is carried out. We maintain a culture of on-going training and vigilance in all our settings.

Enabling Environments

The nursery provides a welcoming and stimulating environment where children feel secure and able to access challenging and exploratory activities in a safe space. We ensure the indoor and outdoor environments are communication friendly and rich in text and visual images. Daily fresh air is an integral part of the nursery ethos and we go out in all weathers as the children take great delight in our beautiful outdoor areas.

We recognise the benefits of natural and everyday objects for the children to interact with and this is widely used throughout the nursery through heuristic play and treasure baskets. These will include wood, metal and a range of fabric, textures and colours for the children to experience.

Children work together, to produce colourful creative work to illustrate their learning which is displayed around the nursery. We document children's learning successfully by displaying photographs of activities/events the children have taken part in to visually show the learning process to the children, staff and parents/carers.

Education is the only thing that
can change the world for the better.



“A world of
possibilities”

The Early Years Foundation Stage Framework at Bambini's

At Bambini's Childcare Centres we aim to encourage all children to progress and achieve their potential through using the Early Years Foundation Stage Framework to observe, assess, plan, amend and evaluate each step of the way for every child's individual needs.

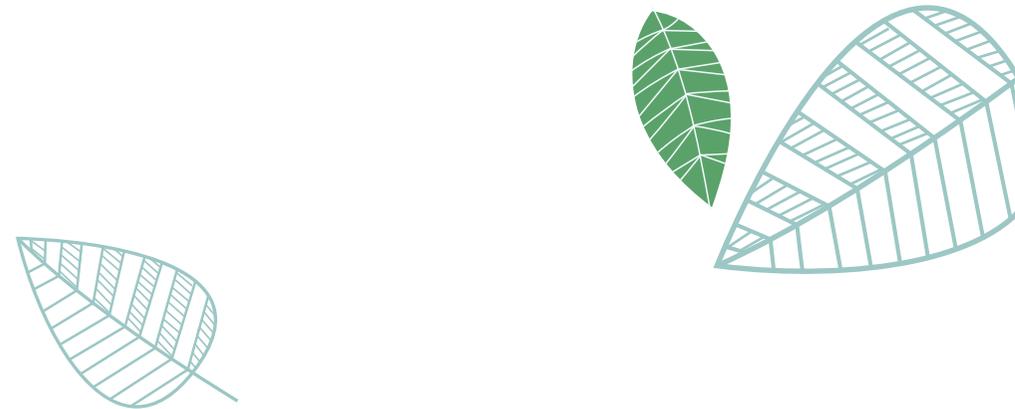
We do this by ensuring we offer every child a safe, secure and enabling environment where learning through play is central to the learning and development of each child.

The Early Years Foundation Stage is embedded in all we offer at Bambini's and the principles surrounding this framework can be seen in every room and in each child's individual Learning Diary.

Within the Early Years Foundation Stage Framework of which we follow, there are four themes: A Unique Child, Positive Relationships, Enabling Environments and Learning and Development. The Characteristics of effective learning within the EYFS is integral in all our planning. There are also three prime areas of learning and four specific areas of learning which are:

Prime areas: Personal, Social and Emotional Development
Physical Development
Communication and Language

Specific areas: Literacy
Mathematics
Understanding the World
Expressive Arts and Design



Personal, Social and Emotional Development

Each child is assigned a key person of whom a secure attachment will be formed with as well as your child also enjoying secure relationships with other members of staff in his or her unit. Your child will be able to grow in confidence, self-esteem, making relationships with staff and peers and learn more about social situations and self-care. This prime area of learning is constant and present throughout all activities your child will experience.

All Bambinos settings actively promote The Prevent Duty 2015 document including fundamental British values. We actively promote democracy by making decisions together such as through a Children's Council; we promote a rule of law by helping children to understand their feelings and behaviour of themselves and those around them through learning about good codes of behaviour in circle times and incidental incidents throughout each day. We promote individual liberty and freedom for all by ensuring children have a positive sense of themselves. We do this through self-portraits, family tree photographs, all about me information, role play and small world. Bambinos has a strong ethos of mutual respect and tolerance and this is promoted through all our policies and procedures; actively celebrating festivals and different cultures from around the world including enjoying visits from various multi-cultural visitors, our Children's Council and our ability to challenge stereotypes that children may be subjected to through a child-led approach.

Physical Development

Physical development takes place daily at Bambinos as the children have access to outdoor and indoor play spaces including ball pool or soft play rooms. We believe in daily fresh air for the children and supporting children in their physical development from taking their first steps to achieving a successful climb on a climbing frame or a balance on one leg! We also encourage staff to support children in health and bodily awareness and all children are able to become more confident in using a range of equipment and materials such as using one-handed tools when painting or showing increasing control with fastenings on clothing.

Communication and Language

Your child will participate in various activities which will enhance communication skills including listening and attention, understanding and speaking. These will range from staff encouraging the first gurgling and babbling noises a young child makes up until when a child is engaging in sustained shared thinking with staff or peers and communicating clearly and effectively for their age. All children will progress in their listening skills as they partake in story activities and listening walks in the garden! The children will develop their understanding of language through different means as we endeavour to ensure your child is ready for their next stage of learning when they leave us.

Literacy

Children will take great delight in enjoying books in the setting including knowing how to handle books and that they can be a source of stories and information. The children will also engage in story and rhyme time activities through varied genres and means including books, CDs and other electronic forms. Developing the children's use of writing and mark





making resources is encouraged from day one with early mark making up until when they can write their name independently and beyond. We make mark making and writing at nursery fun and inspiring!

Mathematics

Numbers are everywhere and are used on a daily basis through sing, song and rhyme, display, circle time activities and everyday life! Your child will explore and experiment with counting, naming shapes, calculating and measure through a wide range of play opportunities. These may include counting fingers and toes during one to one key person time and/or having to problem solve by counting out the plates for tea on the table to make sure they have enough for everyone!

Understanding the World

Every child's curiosity is celebrated and encouraged at Bambinos as each child explores, plays and seeks meaning in their experiences. We ensure every child is able to investigate, construct, question and develop their awareness of the world around them including ICT and technology, people and communities and the world. We celebrate diversity and a range of different cultures and religions with the children to extend their knowledge of the wider world and community they live in. We welcome all input from parents/carers should they wish to share their culture, job/profession with the children and this can be arranged by speaking to the nursery manager.

Expressive Arts and Design

Your child will experience an extensive range of creative activities at Bambinos. These will range from daily sensory and messy activities such as gloop, jelly play, bubble play, water and sand play as well as other creative activities such as dance, music and drama. The children also thoroughly delight in role play activities where they can develop their imagination and role play opportunities are always available. Exploring and being imaginative is key to successful learning through play and is central to our ethos at Bambinos.

Baby Sign Language/Makaton

Many staff are trained in either Baby Sign Language and/or Makaton to further enhance the methods of communication between young children and adults. This training is identified when needed and addressed accordingly through our annual training courses that we access. Sing and Sign is a feature rolled out in our baby units and are thoroughly enjoyed by all!

0-2 Years/Baby Rooms

These rooms are peaceful havens, which are cosy and homely. We recognise how important these first, formative months and years of a child's life are. Sleep, emotional and physical nurturing, and sensory stimulation play such an important part in development of young babies. We aim to work alongside parents and carers to create a warm personal atmosphere in our baby rooms. Our experienced, baby practitioners recognise this as well as being committed to encouraging each child to learn and grow through experiential play. This is supported by the Early Years Foundation Stage Framework and our system of observation, assessment and individual planning aid this process successfully.

Soft play, ball pools, sensory toys and treasure baskets containing everyday items, all contribute to making your young child's day stimulating and fun. Staff, take time to talk to and listen to your baby as the rudiments of speech develop, helping and encouraging in the first steps towards language acquisition. The under twos will have fresh air in the garden each day giving them opportunity to explore and develop physical skills.

2-3 Years/Toddlers - Learning is Fun!

As your child gets older his or her concentration levels increase and he or she is ready for more challenging activities. In the 2-3 years unit language and literacy skills are fostered through social interaction and sharing of experiences and vocabulary develops as confidence grows. Your child will also begin to recognise symbols and language as conveying meaning.

The toddlers have free access to many activities during the day. There is also a cosy corner for taking naps or reading books. The children are encouraged to progress and become more confident and independent through their play. Play is more purposeful in the 2-3 years unit and children are encouraged to develop other skills through the wide range of indoor and outdoor play equipment we have on offer.

The toddlers are prepared in readiness for the pre-school group, by learning numbers, days of the week, colours and some shapes in daily circle times. The children thoroughly enjoy this event as part of their daily routine. It allows for quality time with a key person and helps form a secure attachment.

3-5 Years/Pre-school

When your child progresses into the pre-school room we provide a range of educational play opportunities to prepare him or her for school and the children experience more independence. For example, they may be able to take advantage of free flow activities between indoor and outdoor environments and bathroom areas.

They will be able to further their curiosity about why and how things work by engaging in experiments such as why things float or sink, or why and how do ice cubes melt?

The children will enjoy and engage in 'Letters and Sounds' activities to enable them to tune into sounds, listen and remember sounds and talk about sounds. These activities promote general sound discrimination and help to secure a foundation of understanding of sounds before they go to primary school.

Simple numeric skills are developed and children have opportunity to problem solve within their environment and always have access to a numeracy area. Staff endeavour not to miss any learning opportunity when counting, using number or discovering more about shape, space and measure.

Staff also endeavour to engage in sustained shared thinking with the children and this is done through problem-solving, working independently and working as a group. We aim for the children to become independent and autonomous learners.

The staff in the pre-school room and across the nursery attend regular training through various training providers and in-house training delivered by Bambinos Early Years Professionals which includes training on forest experience activities.



Record Keeping and Planning

The Bambinos process of planning for every child's individual needs ensures that each child is regularly observed to assess their stage of development and/or interest and are planned for from these observations. All planning is displayed in each room for parents/carers to view/contribute to if they wish.

We are able to monitor each child's progress across all areas of learning within the Early Years Foundation Framework by documenting each child's learning in an individual Learning Diary. This illustrates the steps your child makes over time and includes their development and significant moments from inside and outside the nursery. We encourage all parents/carers to contribute to this as often as possible at Parent meetings and daily discussion with your child's key person.



**Teach them how to think,
not what to think.**

**"A world of
possibilities"**

The documenting of each child's learning and development within the Learning Diaries allow children to revisit past achievements and parents/carers thoroughly enjoy receiving them when they leave the nursery.

We offer regular Parent Afternoon/Evenings whereby parents can come in and discuss their child's development and progress with their key person and enjoy looking at the Learning Diary.

Each term we complete an individual progress report on your child and this is shared with you on each occasion and we work together with you on deciding your child's next steps for development. At age 2 years, we will complete a statutory Progress Check in conjunction with yourself and your child's health visitor.

We see you the parent/carer as the main educator in your child's life and wish to work in collaboration with you to ensure your child is enjoying and achieving.

A Transfer Document will be completed for your child when they are due to leave nursery to go to Primary School and an additional copy will be given to each parent/carer.

Safety and Security

We have the highest level of security and safety in the nursery and it is reviewed regularly to ensure best practice.

All Bambinos Childcare Centres have 24 hour CCTV in operation which remotely stores and monitors all images. The manager will also routinely check and monitor random images each week and these checks are recorded.

We restrict who enters the nursery and ensure we have procedures in place to make sure no unauthorised person is allowed access into the nursery.

We have a robust and thorough Child Protection Policy, Recruitment Policy and Security Policy, all of which contribute to ensuring the security and safety of all the children in our care. We have a Policy of the Month system whereby a different policy is displayed in the hallways each month so that parents/carers can contribute if they wish and keep up to date with any amendments. All Bambinos policies and procedures are available through request from the nursery manager.

No mobile phones are permitted in the children's areas by any member of staff, student or volunteer at any time. We request that parents/carers and/or visitors to the nursery do not use their mobile phone or a camera whilst inside the nursery at any time. At times when we put on events such as the Nativity, we will follow our Camera and Image Policy and parents will be able to request to use a camera/recorder to photograph/film their child in advance of the production.

All equipment is carefully selected for its suitability and is regularly checked. All door handles are set at a high level. Premises are continuously inspected and maintained.

Children can only be collected by persons authorised in advance by the parent/carer with a password procedure in place for unforeseen emergency situations.

Healthy and Tasty food

We believe in the importance of a balanced and varied diet and seek guidance from the Schools Food Trust and the Eat Better, Start Better programme, to ensure high-quality nutrition. Many children are in nursery for a whole day and it is very important that the food they receive is nutritious and meets the needs of a developing child. All meals are cooked from frozen each day for the children in our kitchens and are supplied by 'Yum Yum.me Ltd'. All fresh items are locally sourced and our menus may change from time to time dependent on season. Particular dietary requirements can be catered for which are medically or culturally based.

We encourage all our children to be as independent as possible by the time their journey comes to an end with us and they are ready to go to school. Children are given opportunities to self-serve when appropriate, including learning how to pour drinks, grasp, hold cutlery correctly, cut up their food, spread and hold, learn good table manners and be social when eating altogether.

Children in our toddler units and above self-serve appropriate snacks at snack times and we encourage the children in the preschool units to self-serve their accompaniments with their lunch when appropriate. We feel children gain many skills when self-serving and learn about good table manners, turn taking, portion size, sharing and many more essential life skills. Children are provided with appropriate utensils to self-serve and they take great enjoyment and a sense of achievement from this simple practice.

We do ask you to supply "made up" baby milk in bottles on a daily basis and we can supply babies with pureed fruit/vegetables/meals for when they are ready to be weaned in close consultation with parents/carers. We are not able to serve homemade food to the children for health and safety reasons. We are able to accept sealed baby food jars and yoghurts. The manager will be able to discuss all requirements with you so that we may endeavour to suit all your needs.

Children starting before 8:30 a.m. are offered a selection of breakfast items such as toast, muffins or healthy cereals dependent on the menu and a drink of milk, water or diluted fruit juice. Lunch is served at approximately 11.45 a.m. and consists of a hot meal and a desert. Afternoon tea is a light meal at 3.30 p.m. Healthy snacks such as cucumber, carrots, dips and pitta breads are given to the children at various times when appropriate. Menus are posted on the parent notice boards.

We provide the children with milk and water at snack times and do not encourage children to drink sugary juice type drinks. Water is available at all times for the children in the rooms. Sometimes the children have an opportunity to cook different foods, which they can take home or share with their friends.

We believe that good, wholesome food, is essential for health and as such, are constantly reviewing what food we offer the children.

If any parent wishes to receive baby puree or supplies for home use please ask and we will arrange for the details to be forwarded to you or visit www.yummyumme.co.uk



Partnership with Parents and Carers

We recognise the parent/carer as the primary carer and educator and how they play an essential role in their child's development.

We promote and maintain a partnership with parents to take part in nursery life whenever possible. We hold regular events such as play and stay afternoons, weekend home learning events and many themed days during the year where we welcome parents/carers into the nursery to share in the learning that takes place at nursery with your child.

We offer opportunities to discuss your child's progress and development with your child's key person during Parent Afternoons/Evenings during the year and parents/carers are always able to discuss any issues with your child's key person either before or after sessions.

There is a parent's notice board in the main entrance hallway and we produce a monthly newsletter that is sent with your monthly invoice. We also advertise any forthcoming events through visual posters in and around the nursery to ensure all parents/carers are kept up to date with nursery activities.

A contact book is sent home daily with your child in the Baby Unit and the Toddler Unit as a two-way means of passing on information

and helps you to share in your child's experiences each day. This will detail factual information such as sleep times but also what activities your child has enjoyed throughout the day. There are pages available each day for you to write any information in for your child's key person.

We ask all parents/carers to inform us of any experiences or achievements your child has had outside of the nursery so that we may document this learning in their Learning Diary and so that it may be used to directly plan for your child. Parent Partnership Slips are available for this purpose.

Any comments you have are important to ensure we continue to meet your requirements. We have a Parent/Carer Comments Box in each hallway or you can talk directly to the nursery manager, the nursery deputy, or the senior member of staff in your child's room. Alternatively, you can arrange a convenient time to discuss any issue with Director Miss Sara Richards and/or Director Mrs Jemma Honey. All comments will be treated with the strictest confidentiality.

Nursery Inspections

All childcare for children under the age of eight years are regulated by Ofsted. We must meet and implement the Early Years Foundation Stage Framework. We are inspected to ensure that we are meeting the required standards of care and education and that children are progressing with us accordingly. We aim to exceed these standards by offering you a high quality and excellent service. We are inspected by Ofsted regularly to ensure that our care and educational standards are meeting guidelines and expectations within the Early Years Foundation Stage Framework.

Under the reformed Early Years Foundation Stage 2017, the nurseries are marked against four descriptors. The grades include; outstanding, good, requires improvement and inadequate.

- If you wish to contact Ofsted the address and telephone number is detailed further on in the prospectus.
- If you wish you may access Babinos Ofsted reports on the internet at www.ofsted.gov.uk/reports/
- If you do not have internet access or have difficulty accessing the reports then speak to the manager who can arrange copies to be made for you.



Benefits of a Nursery Education for Your Child

- Nurseries provide continuity and stability for your child.
- Nurseries are reliable and do not become ill, go on holiday or hand in their notice to you.
- The nursery environment complements rather than replaces the parents' role.
- As your child interacts in an early years group he or she develop personally and socially. He or she will learn to be aware of others' needs and to share and to make friends.
- Research suggests that there are long-term benefits from nursery education. Children often perform better in school and later life and have more confidence.
- Moreover, your child's time in nursery will be happy, exciting and fun. We believe that a nursery education is the best possible start to give any child.

Pre-school, After-school and Holiday Club for 5-11 Years

"The Hub" is a pre-school, after-school and holiday club for children attending primary schools. The hours of opening vary between term time and holiday periods dependant upon need. A child collection service is available from selected schools and the nursery manager can discuss this further with you.

The main ingredients at The Hub are care, safety and fun with a "themed" programme of planned activities throughout the holidays. We also ensure children are able to enjoy active activities after school as well as more quiet and relaxing activities after their busy school day!



Fees

All prices are available upon request and a non-returnable administration fee of £50 is required upon registration of each child including a deposit of 50% of a normal monthly fee. Parents/carers must give one calendar months notice in writing to surrender a child's place at nursery or pay one month's equivalent fees for the place to be vacated. Please see the Terms and Conditions below for detailed information on surrendering a child's place at nursery. The fees will reflect the actual total number of days of attendance at nursery and further information on fees is detailed in the terms and conditions below. For limited term time only places, parents/carers must give one full terms (Autumn, Spring, Summer) notice to change from an all year round placement to a term time placement and one full terms notice to change from a term time placement to an all year round placement. The notice period for term time places is one full term. For further clarification on fees please see our terms and conditions on the following pages.

All fees are to be paid monthly in advance and on the first of every month. Methods of payment include;

1. Our preferred method of Debit Card. There is no card charge for this method of payment.
2. Voucher payment (electronic or paper) or Tax-Free Childcare must be received on the 1st of each month.
3. Direct debit or Standing Order. Payment must be received on the 1st of each month.
4. Cash or cheque. Payment must be received on the 1st of each month.
5. BACS transfer. Payment must be received on the 1st of each month.

We do give discounts for siblings and we operate a customer recommendation scheme, which the managers of the settings can give you information on.

Please see our terms and conditions in the following pages for further clarification.

After your child's third birthday (and/or after your child's second birthday if eligible) he or she will be entitled to an amount of free early education sessions. Please see the Early Education Funding Policy available from the nursery manager for detailed information on eligibility and administration of these sessions. Your nursery manager will be able to discuss all options and availability with you.

Terms and Conditions (26th May 2019)

- **Nursery Admission:** All children admitted are subject to the Bambinios Admission Policy and all policies relating to Bambinios (all policies are available in the reception/hallway area).
- **Registration Fee:** Upon registering a child to the nursery, an administration fee of £50 per child, plus deposit (50% of normal monthly fee) is due. This deposit is held against your last monthly invoice where that amount will be credited against your last invoice. Should a place not be taken up by the parent/carer the initial registration fee and deposit are non-refundable. Should the nursery be unable for any reason to offer the place, then the administration fee and deposit will be refunded. Parents only accessing Free Early Education (15 hrs for 2, 3 or 4 year-olds and/or 30 hrs for 3 & 4 year-olds) for their child will not be charged a registration fee but will be required to pay a deposit of £30 to secure the free place. This £30 deposit will be refunded within 1 month after the child leaves the setting or will be credited against the child's final invoice. If a place is not taken up the deposit will be non-refundable. Parents accessing additional services around the Free Early Education will be subject to the normal requirements including registration fee and deposit unless otherwise agreed by the manager.
- **Fees:** All fees are payable to Bambinios Ltd. a month in advance on the first of each month. A monthly invoice will be sent by email unless otherwise requested, in advance detailing the monthly amount due which assumes payment on the 1st. of the month. The fees do not cover incidentals such as nappies, sun creams, baby powder, etc. Unless otherwise agreed in writing all fees after the registration fee and first month's fees may be paid by monthly direct debit, agreed electronic/paper voucher/tax-free childcare system, card payment, cheque or cash on the 1st. of the month. Electronic and paper vouchers/tax-free childcare codes must be received by the first day of the month for which they are intended for payment and may therefore need to be ordered in advance.
- When repeated problems are encountered with a payment system that system may be withdrawn as a payment option.
- If a written agreement is in place to pay weekly, there will be a ten per cent surcharge added to the normal month's fees.
- For limited term time places, there will be a 50% retainer payable for all holidays (non-term time holidays) throughout the year when children are not attending.
- Any changes from the above or these terms and conditions must be in writing from a Director to be in effect.
- **Fee Calculation & Deadline Timescales:** Fees are calculated to reflect actual sessions booked for the coming month plus any extras outstanding at the time the invoice is raised, including any additional charges such as late payment percentage. The fees will reflect the actual total number of days of attendance at nursery excluding bank holidays or any nursery shut-down periods.
- Fee calculation is completed prior to the 15th. day of the previous month. No changes can be allowed to the direct debit scheme after this date. Should a direct debit be cancelled by the parent/carer a fee will become payable to have their account reinstated onto the direct debit file.
- Please note for all parents/carers that have their childcare fees subsidised or paid for by student finance companies/universities/colleges or other education establishments, are subject to the same terms and conditions of fees being paid on the 1st of every month and all other terms and conditions as detailed.

- **Arrears:** Where fees become outstanding the procedure for the collection of late nursery fees will be implemented. Fees not paid by return or by the 8th day of the month will be subject to an additional surcharge of £50 on the outstanding amount which will be invoiced separately. The childcare placement may be suspended if the monthly payment becomes two weeks overdue without a written prior arrangement by Bambinos. During any such circumstances, the normal full fees payable for the place will be charged. Interest on outstanding balances of thirty days or more may be charged on a monthly basis at 3% above Bank of England Base Rate. Payment for late fees by cash, debit card, credit card or bank transfer will be accepted. Payment by cheque or voucher/ tax-free childcare will not be accepted for payment of late fees.
- **Absence From the Nursery:** All fees are payable at all times, even when a child is absent from nursery for holiday, illness or any other reason.
- **Notice:** Clients wishing to surrender their place(s) at the nursery must give in writing, either one month of notice, or pay the equivalent of one month's fees for the place(s) to be vacated. The effective date of notice will be the first day of the month after written notice has been received at the nursery, i.e. a written notice received on the 1st. of August 2019 will become effective from the 1st. of September 2019, written notice received on the 2nd. August 2019 or later in August 2019 will become effective from the 1st. October 2019.
- For limited term time only places, parents/carers must give one full terms (eg received on the first day of term - Autumn, Spring or Summer as defined by the local authority) notice to change from an all year round placement to a term time placement and one full terms notice to change from a term time placement to an all year round placement. The notice period for term time places is one full term. Parents/carers wishing to decrease their child's term time only sessions must give one full terms notice. Parents wishing to decrease their child's all year round sessions must give one calendar months' notice on the first of the month to take effect the following month.
- Any changes from the above or these terms and conditions must be in writing from a Director to be in effect.
- Placements and change of sessions applications can only be accepted in writing on the required Bambinos forms and must be agreed to in writing by Bambinos. The nursery reserves the right to terminate the placement of any child (term time or not) without reason by giving at least one months calendar notice in writing to the parent/carer. The nursery also reserves the right to terminate or suspend the placement of any child (term time or not) by giving 4 weeks' notice in writing if for any reason a legal dispute arises, in which case the parent/carer will not be charged a fee for vacating the nursery place.
- **Flexible Booking Sessions:** All bookings must be made using a Bambinos booking form and be signed by the parent and duty manager.
- The booking form must be handed into the manager or sent via email by Tuesday 6.00pm each week for sessions requested for the following week. The duty manager will confirm all bookings by 6.00pm each Wednesday for the following week.
- All confirmed sessions must be paid for upon confirmation by the duty manager and in advance of sessions.
- Sessions must be paid up front in advance by card or cash only.
- Flexible booking sessions are non-refundable and cannot be changed/amended once confirmation and payment has been received.
- Sessions booked on a week to week basis will not be guaranteed particular slots and will be allocated on a first come first served basis.
- A new booking form must be completed for each week and each new booking.
- Flexible booking sessions are limited and subject to availability.
- Flexible booking applies to new customers only upon booking.
- Existing customers must surrender their child's nursery place according to the usual terms and conditions and re-enroll as a flexible booking customer.

Please note that flexible booking customers will not be guaranteed requested sessions each week as such sessions can only be subject to availability and are limited.

- No sibling discount or any other discount will apply to the flexible booking sessions.
- **Nursery Hours & Sessions:** The nursery is open all year round except for any shutdown periods will be as advised at least one month before the period and will be closed; every weekend unless holding a parent or training event, and on all public holidays. The regular opening hours of the nursery are between 8.00am. and 6.00pm with am sessions from 8.00am-1.00pm and a pm session from 1.00pm – 6.00pm. However, you can book your child into nursery from 7.00am and pick up until 6.30pm by prior arrangement.
- You must collect your child from nursery by the end of the sessions booked. Where a child is not collected from nursery by the end of the session a fee of £20 is payable. If the child remains in nursery more than 15 minutes late a further £20 becomes payable and for any part of every 15 minute period the child remains beyond this time. We will follow our Non-Collection of Child Policy in the event that a child is not collected from nursery after the nursery has closed and this may include notifying children's social care (The Gateway/Multi-Agency Hub/MASH).
- For reasons of health and safety and meeting staff to child ratios, children cannot attend nursery before their allocated time. For example, if a child's session begins at 8.00am, the child cannot be left in the nursery at 7:55am but from 8.00am only onwards. The same applies for all and any booked sessions. Regular booked sessions cannot be swapped for occasional alternate days/sessions. Parents can book additional days/sessions only. If parents request to alter regular booked days/sessions then usual terms and conditions must be followed as detailed in the section 'Notice' above.
- **Employment of Nursery Staff:** Clients agree not to employ any members or ex-members (within 12 months of their leaving Bambinos employment) of Bambinos Staff for childcare services during nursery hours. Parents who use staff for babysitting services outside of normal nursery hours do so under their own agreement and liability and at no time may the nursery nurse break nursery confidentiality by discussing any child, family, staff member or event inside the nursery with them.
- **Force Majeure:** Bambinos Ltd. cannot be held liable for the withdrawal of a placement due to third-party action. This will include closure due to fire, flood, storm, lack or disruption of a utility service etc. In cases of temporary closure, this will include inclement weather or any other reason, no refunds of any fee paid or liable to be paid will be given.
- **Enforced Change of Sessions:** Bambinos Ltd. reserves the right upon giving one month's notice, to alter the sessions available to any child (term time or not). Where a client's sessions are so changed, and as a result, the client wishes to remove the child from nursery, then the requirement to give one months notice of withdrawal will be waived.
- **Infections & Illnesses:** Parents/carers undertake not to allow their children to attend the nursery when suffering from an infectious or communicable disease. The nursery reserves the right to refuse to admit to the nursery any child suffering from an infectious or communicable disease. The nursery will not be responsible for any infections, communicable disease transmitted at nursery. We adhere to the recommended Spotty Book.
- Any requests for any child to be cared for in a particular method e.g. increased frequency of nappy change must be specifically detailed in writing by the parent/carer.
- **Medication:** Where parents/carers authorise that medication be given to their children, Bambinos Ltd. will not be held responsible for any ill effects caused as a result of the correct administration of such medication. Medication can only be administered with prior written detailed consent from the parent/ carer on the nursery medication authorisation form or in the event of emergency medical advice or treatment being required. We are unable to administer any medication that a child has not received before in the event they may have a negative reaction to it. Parents must keep the nursery up to date with all information on their child's allergies/medical conditions. Parents must ensure all medications for their children are kept in date and deemed appropriate for their child's requirements/condition.

- **Dietary/Cultural or Additional Requirements:** All additional requirements associated with the care of your children must be communicated in writing and not verbally. All allergies to foods must be documented on an allergy/sensitivity form which may have to be verified by a medical practitioner.
- **Additional "One-off" Sessions:** If additional sessions are required on an individual basis these sessions must be paid for in advance. Any additional sessions booked must be cancelled one month in advance for any refund to be applicable.
- **Personal Property:** Bambinos Ltd. will not be liable for loss or damage to any personal property brought onto the premises, or stored on the premises or damage or injury resulting from any such items, by either parents/carers or children. All items left in the nursery for storage must be clearly marked and labelled by the parent/carer as no liability will be accepted should another parent take an identical or un-named item away in error. This includes all buggies/prams/other items stored in available pram sheds or elsewhere at the nursery. Parents chose to store such items in pram sheds or elsewhere at the nursery at their own risk. Bambinos will not be liable for any loss or damage to stored items. All children's coats/jackets/clothing/shoes must be labelled. Bambinos will not be liable for any damage or loss of any item of clothing or possession to a child/parent. We encourage children to wear appropriate 'play' clothes and footwear whilst in nursery and not 'best' clothes or footwear in the event that they may be marked or damaged through play and exploration and Bambinos Ltd will not be liable for any such damage or loss.
- **Security:** Parents and carers understand that C.C.T.V. cameras are in use throughout the nursery building and all images are remotely stored and monitored by nursery staff. They are used for security and to safeguard the children and staff alike. Everyone must comply with the security systems in use within the nursery. Parents are asked not to use mobile phones within the nursery for security reasons, in particular no photos are allowed to be taken in the nursery with a mobile phone device or any form of camera other than that belonging to Bambinos Ltd unless specific permission has been granted (for example during the annual Nativity) and specific permission forms have been completed and approved by management.
- **Photographs & Observations:** Parents are not permitted to take photographs whilst in the nursery except when authorised and directed by staff at a special event e.g. nativity concert. Parents/carers agree for their child/children to be observed by staff in connection with the Early Years Foundation Stage. All written observations will be stored by nursery staff and used to plan and implement appropriate activities. Parents/carers agree for their children's photographs to be used in the nursery, for example, on his or her peg or on the digital photo frame or in press releases about the nursery. Children's photos will be used in their learning diaries which document the child's journey of learning whilst at nursery. The learning diary will follow him/her through nursery and shall be given to the parents/carers when the child leaves the nursery for school. Parents/carers agree that children may be photographed within group activities and individual activities and/or in the background within the learning diaries. Parents/carers agree that they will not share, distribute or display images including online and through social media, without relevant authorisation and consent from the parents/carers of all children captured in any photographs.
- **Application of The Early Years Foundation Stage:** Parents understand that to conform with the Early Years Foundation Stage the nursery has a high number of Regulations and Codes of Practice which regulate the way the nursery operates. To ensure high standards of care the nursery and its staff conform to and adhere to them. Copies are available for parents/carers.
- **General Data Protection Regulations Act 2018:** We keep data about the children that attend our nursery and their parents in order to administer and manage our nursery. The data includes names and addresses, assessments and some sensitive information (for example information about medical conditions or ethnic origin). The nursery may use non-traceable extracts from the information for statistical purposes. We do not transfer your information to third parties unless we either have your legal consent or are legally obliged to do so. As part of this agreement, you are agreeing that the nursery can share information on you and your family with its partner agencies. We keep all personal data in accordance with the General Data Protection Regulations Act 2018.
- **Changes to the Terms & Conditions:** Terms & Conditions are liable to periodic change. Any changes in the Terms & Conditions will be displayed on the Parents Notice Board and/or by letter and will become effective one month after such notification.

Admissions Policy

STATEMENT OF INTENT

It is our intention to make Bambinos Childcare Centres accessible to children and families from all sections of the local community.

AIM

We aim to ensure that all sections of our community have access to the Nursery through open, fair and clearly communicated procedures.

METHODS

In order to achieve this aim, we operate the following admissions policy.

- We ensure that the existence of Bambinos is widely advertised in places accessible to all sections of the community.
- We ensure that information about Bambinos is accessible - in written and spoken form - and, where appropriate, in different languages. Where necessary, we will try to provide information in Braille, or through signing, an interpreter or through the local authority.
- We arrange our waiting list in birth order. In addition, our policy may take into account the vicinity of the home to the nursery, and siblings already attending the nursery.
- We keep a place vacant, if this is financially viable, to accommodate an emergency admission.
- We describe Bambinos and its practices in terms which make it clear that it welcomes both fathers and mothers, other relations and other carers.
- Bambinos and all its practices treat all individuals, regardless of their gender, special educational needs, disabilities, background, religion, ethnicity or competence in spoken English with equality, respect and fairness.
- Bambinos and its practices ensure children with disabilities are able to take part in the life of the nursery and are included in all aspects.
- We monitor the gender and ethnic background of children joining the group to ensure that no accidental discrimination is taking place.
- We make our equal opportunities policy widely known.
- Bambinos is an equal opportunities employer.
- We consult with families about the opening times of the nursery to avoid excluding anyone, including sending out parental questionnaires and parent consultations.
- We endeavour to be flexible about attendance patterns to accommodate the needs of individual children and families.
- We never discriminate against any child or family on the grounds of sex, race, home background, religion/faith, nationality, ethnic origin or disability.
- We offer home visits to all age children before they start nursery to help the child/children settle into nursery more smoothly.
- We work closely with health colleagues and require all parents/those with parental responsibility to bring in their child's Health Record Book (known as the red book) upon enrolment or to the first settling-in session. The duty manager will enter the nursery details in the back pages.

This policy was adopted at a meeting of Sara Richards and Jemma Honey
Held on 26th May 2019 - Signed on behalf of Bambinos

Policy to be reviewed within 12 months

Complaints Policy and Procedure

STATEMENT OF INTENT

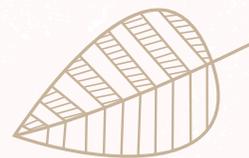
Bambinos Childcare Centres believe that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome suggestions on how to improve Bambinos and will give prompt and serious attention to any concerns about the running of the Bambinos. We anticipate 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 Bambinos to a satisfactory conclusion for all of the parties involved.

METHODS

To achieve this, we operate the following complaints procedure.



How to Complain

STAGE 1

- Any parent who is uneasy or concerned about an aspect of the Bambini's provision talks over, first of all, his/her worries and anxieties with the Manager.

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 Manager and the Director and all complaints will be answered within 28 days.
- Most complaints should be able to be resolved informally at Stage 1 or at Stage 2.
- Complaints will then be entered onto a nursery complaint form.

STAGE 3

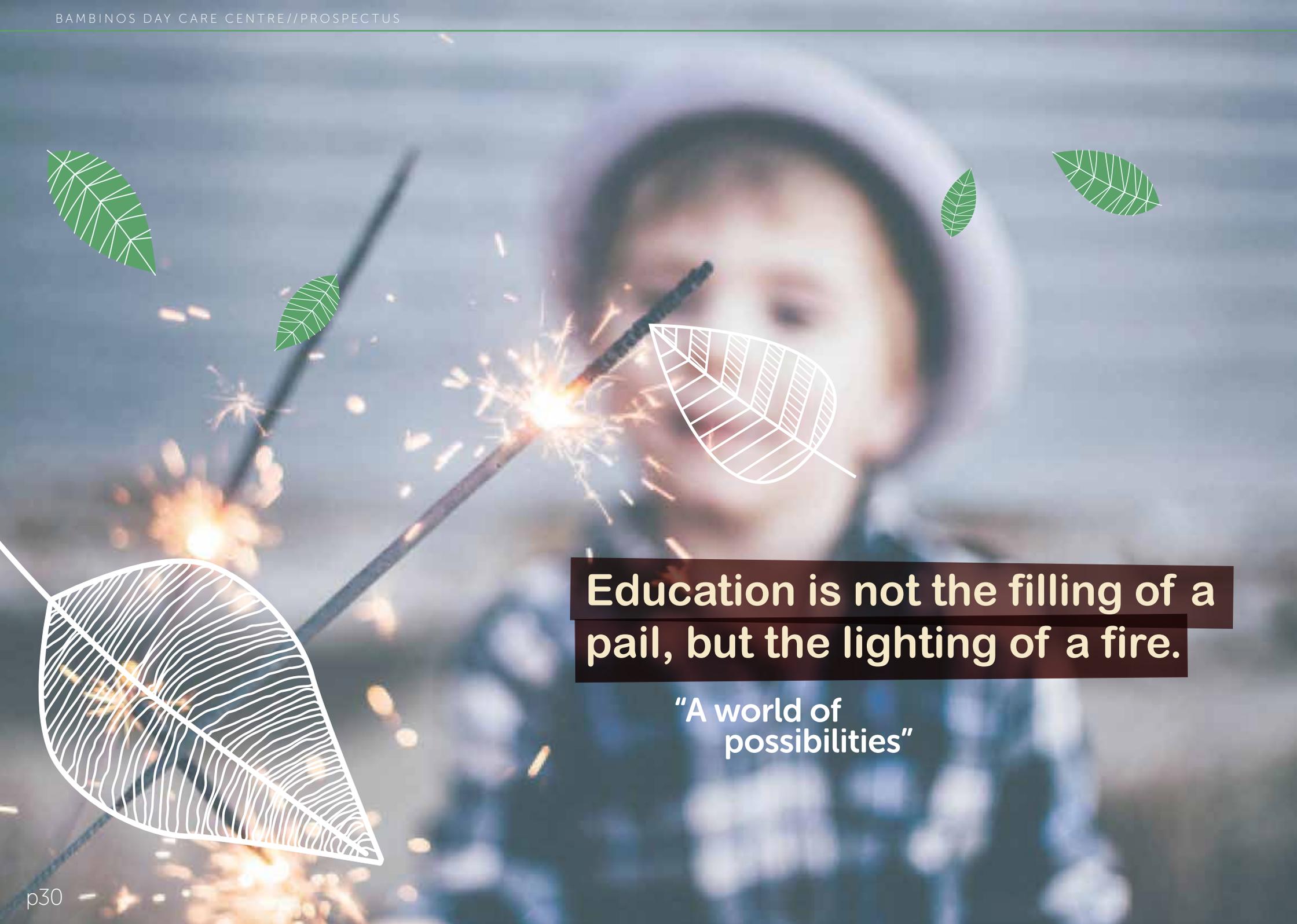
- The parent requests a meeting with the Manager/Director or one may be offered. An agreed written record of the discussion is made and this is followed up in writing by way of a letter.
- This record signifies that the procedure has concluded if all parties concerned are satisfied that this is the case.

STAGE 4

- If at the Stage 3 meeting the parent and manager and /or Director of Bambini's cannot reach agreement, the parent can request further investigation in writing by another Director.
- Another Director who had not directly dealt with the complaint in the first instance will be able to look at the details of the complaint and decide whether or not he or she is in agreement with either party.

STAGE 5

- A final meeting between the parent, the Manager and the Director is held. The purpose of this meeting is to reach a decision on the action to be taken to deal with the complaint. The Director's advice who was now dealing with the complaint is used to reach this decision.
- A record of this meeting, including the decision on the action to be taken, is made. An agreed written record of the meeting is confirmed in writing by way of a letter to the complainant. This would signify that the procedure has concluded.



Education is not the filling of a pail, but the lighting of a fire.

“A world of possibilities”

The Role of the Office for Standards in Education, Early Years Directorate (Ofsted)

Parents may approach Ofsted directly at any stage of this complaints 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 requirements of the EYFS are being adhered to.

The address and telephone number of our Ofsted regional centre are:

Ofsted
 Piccadilly Gate
 Store Street
 Manchester
 M1 2WD
 Tel: 0300 123 1231

Where Ofsted investigate a complaint a summary will be published on the Ofsted website if an action has been raised.

If a child appears to be at risk, our nursery follows the procedures set out in our Child Protection policy. In these cases, both the parent and nursery are informed and the manager works with Ofsted and the local authority (Social Services Advice and Assessment Team and Child Protection Unit) to ensure a proper investigation of the complaint followed by appropriate action. We inform the local authority Safeguarding & Welfare Officer of all such complaints.

Records

A record of complaints against Bambinos Childcare Centres and/or the children and/or the adults working in the nursery is kept, including the date, the circumstances of the complaint and how the complaint was managed. The complaints log and subsequent materials relating to complaints are kept on file for three years or until the next inspection at the setting.

Parents and professionals can look at individual records of complaints documented on the Ofsted recommended pro-forma but may not look at confidential material including actual complaints in writing from parents or the complaints log/summary of complaints, as this would break confidentiality. Professionals from Ofsted and/or the local authority Safeguarding and Welfare Officer may examine all material in the Complaints File if requested.

This policy was adopted at a meeting of Bambinos Day Nursery
 Held on 26th May 2019 Sara Richards and Jemma Honey
 Signed on behalf of Bambinos Ltd

Policy to be reviewed within 12 months

Bambinos Ltd Privacy Notice for Parents and Carers

In accordance with the General Data Protection Regulation (GDPR), we have implemented this privacy notice to inform you, of the types of data we process about you. We also include within this notice the reasons for processing your data, the lawful basis that permits us to process it, how long we keep your data for and your rights regarding your data.

A) DATA PROTECTION PRINCIPLES

Under GDPR, all personal data obtained and held by us must be processed according to a set of core principles. In accordance with these principles, we will ensure that:

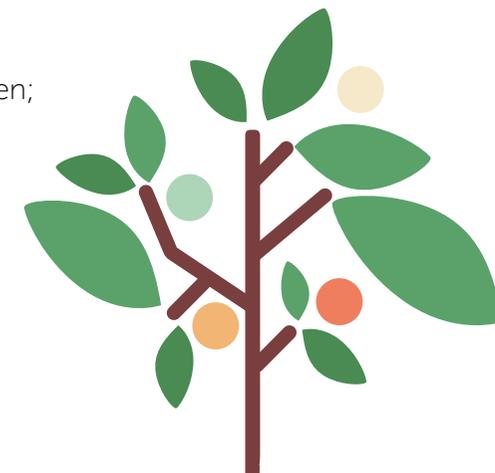
- a) processing is fair, lawful and transparent
- b) data is collected for specific, explicit, and legitimate purposes
- c) data collected is adequate, relevant and limited to what is necessary for the purposes of processing
- d) data is kept accurate and up to date. Data which is found to be inaccurate will be rectified or erased without delay
- e) data is not kept for longer than is necessary for its given purpose
- f) data is processed in a manner that ensures appropriate security of personal data including protection against unauthorised or unlawful processing, accidental loss, destruction or damage by using appropriate technical or organisation measures
- g) we comply with the relevant GDPR procedures for international transferring of personal data

B) TYPES OF DATA HELD

We keep several categories of personal data on you in order to carry out effective and efficient processes. We keep this data locked and secure and we also hold the data within our computer systems which relates directly to the childcare we provide for you.

Specifically, we hold the following types of data:

- a) personal details such as name, address, phone numbers, birth certificates;
- b) name and contact details of your next of kin/emergency contacts;
- c) your photograph;
- d) information about your place of work, your national insurance number;
- e) your marital status, your child's gender, information of any disability or other medical information about your child/children;
- f) information about your child's allergies, doctor and health visitor;
- g) information on your family and child's race and religion for equality monitoring and well-being purposes;
- h) information on previous safeguarding intervention or support;
- i) your consents in relation to your child/children.



C) COLLECTING YOUR DATA

You provide several pieces of data to us directly during the enrolment process when completing and signing the contract between yourself and Bambini.

We require this information to provide you and your child/children with the best childcare service. In particular;

- To effectively meet the needs of the child whilst he or she is in the care of the nursery. This includes ensuring the child's well-being is supported and is effectively safeguarded.
- To ensure the health and safety of the children in the event of a fire or emergency.
- To process the free early years funding in accordance with local authority guidelines.
- To confirm the name of child, date of birth of child for funding purposes and to confirm who has legal parental responsibility for the child.
- To record, monitor, assess and support each child individually.
- To work collaboratively with parents for the benefit of their child and work collaboratively with other settings for the benefit of the child and family.
- To meet the needs of the child and protect them accordingly in line with safeguarding procedures.
- To monitor the well-being of the child and meet all statutory safeguarding regulations.
- To ensure that any intervention required can be put in place in a timely manner.

D) LAWFUL BASIS FOR PROCESSING

The law on data protection allows us to process your data for certain reasons only.

The information below categorises the types of data processing we undertake and the lawful basis we rely on.

Activity requiring your/your child/children's data	Lawful basis
To carry out checks to confirm parental responsibility	Legal obligation
To carry out checks in relation to free early years education sessions	Legal obligation
To monitor and make decisions about accidents/incidents, health and safety and safeguarding requirements	Legal obligation
To record, monitor and assess each child to further their learning and development	Legal obligation
To liaise and collaborate with other professionals involved with the child/family	Legal obligation
To document and illustrate a child's learning and share this with parents and other professionals involved with the child	Legal obligation
To communicate effectively with parents, emergency contacts and other professionals via usual methods to meet the needs of the child	Legal obligation

E) SPECIAL CATEGORIES OF DATA

Special categories of data are data relating to your or your child's:

- a) health
- b) race
- c) ethnic origin
- d) religion

We carry out processing activities using special category data:

- a) for the purposes of equal opportunities monitoring
- b) to determine reasonable adjustments
- c) to ensure the needs of the children are met

Most commonly, we will process special categories of data when the following applies:

- a) you have given explicit consent to the processing
- b) we must process the data in order to carry out our legal obligations
- c) we must process data for reasons of substantial public interest
- d) you have already made the data public.

F) FAILURE TO PROVIDE DATA

Your failure to provide us with data may mean that we are unable to fulfil our requirements for entering into a contract of service with you. This could include being unable to offer you a childcare service.

G) WHO WE SHARE YOUR DATA WITH

Employees within our company who have responsibility for delivering childcare will have access to your data which is relevant to their function. All employees with such responsibility have been trained in ensuring data is processing in line with GDPR.

Data is shared with third parties for the processing of the free early years sessions and may be shared if we are legally obliged to do so, for example in relation to safeguarding.

We may also share your data with third parties as part of a Company sale or restructure, or for other reasons to comply with a legal obligation upon us. We have a data processing agreement in place with such third parties to ensure data is not compromised. Third parties must implement appropriate technical and organisational measures to ensure the security of your data.

We do not share your data with bodies outside of the European Economic Area.



H) PROTECTING YOUR DATA

We are aware of the requirement to ensure your data is protected against accidental loss or disclosure, destruction and abuse. We have implemented processes to guard against such.

I) RETENTION PERIODS

We only keep your data for as long as we need it for. It is recommended that children's records including registers, medication books and accident books are retained until the child reaches the age of 21 years or 24 for child protection records. The legal basis for this is the Limitation Act 1980, The Statute of Limitations (Amendment) Act 1991. Normal limitation rules (which mean that an individual can claim for negligently caused personal injury up to 3 years after, or deliberately caused personal injury up to 6 years after the event) are postponed until a child reaches 18 years old.

J) AUTOMATED DECISION MAKING

Automated decision making means making decision about you using no human involvement e.g. using computerised filtering equipment. No decision will be made about you or your child/children solely on the basis of automated decision making (where a decision is taken about you using an electronic system without human involvement) which has a significant impact on you.

K) YOUR RIGHTS

You have the following rights in relation to the personal data we hold on you and your child/children:

- a) the right to be informed about the data we hold on you and what we do with it;
- b) the right of access to the data we hold on you or your child/children unless this is legally prevented for example, due to safeguarding reasons;
- c) the right for any inaccuracies in the data we hold on you or your child/children however, they come to light, to be corrected. This is also known as 'rectification';
- d) the right to have data deleted in certain circumstances. This is also known as 'erasure';
- e) the right to restrict the processing of the data dependent on legal basis;
- f) the right to transfer the data we hold on you or your child/children to another party. This is also known as 'portability';
- g) the right to object to the inclusion of any information dependent on the legal basis;
- h) the right to regulate any automated decision-making and profiling of personal data.

In addition to the above rights, you also have the unrestricted right to withdraw consent, that you have previously provided, to our processing of your data at any time. Withdrawing your consent means that we will stop processing the data that you had previously given us consent to use. There will be no consequences for withdrawing your consent. However, in some cases, we may continue to use the data where so permitted by having a legitimate reason for doing so and where it is necessary to provide a childcare service.

If you wish to exercise any of the rights explained above, please contact the nursery manager in the first instance.

L) MAKING A COMPLAINT

If you think your data rights have been breached, you are able to raise a complaint with the Information Commissioner (ICO). You can contact the ICO at Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF or by telephone on 0303 123 1113 (local rate) or 01625 545 745.

M) DATA PROTECTION COMPLIANCE

Our appointed compliance officer in respect of our data protection activities is:

Jemma Honey
office@bambinosdaynursery.co.uk

This notice was adopted at a meeting for Bambinos Ltd on 26th May 2019 present Jemma Honey and Sara Richards.
Signed on behalf of Bambinos Ltd
Policy to be reviewed within 12 months





Learning how to learn is life's most important skill.

"A world of possibilities"



Bambinos[®]
childcare centres

"A world of possibilities"

www.bambinosdaynursery.co.uk

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Plymouth Plymouth
PL4 6EU
T: 01752 226767
E: office@bambinosdaynursery.co.uk

CITY CENTRE

31 Houndiscombe Road
Plymouth
PL4 6EU
T: 01752 226766
E: city@bambinosdaynursery.co.uk

WOOLWELL CENTRE

School Drive
Woolwell
Plymouth PL6 7TH
T: 01752 696616
E: woolwell@bambinosdaynursery.co.uk

PLYMSTOCK CENTRE

111 Church Road
Plymstock
Plymouth
PL9 9AY
T: 01752 206568
E: plymstock@bambinosdaynursery.co.uk

TAVISTOCK CENTRE

54 Plymouth Road
Tavistock
Devon
PL19 8BU
T: 01822 613416
E: tavistock@bambinosdaynursery.co.uk

