



Little Angels Day Nursery & Pre-Prep School



Information and Records Policy

1.1 Children's records

Policy statement

Little Angels has record keeping systems in place that meet legal requirements; the means we use to store and share that information takes place within the framework of the General Data Protection Regulations (GDPR) (2018) and the Human Rights Act (1998).

This policy and procedure should be read alongside our **Privacy Notice**.

Procedures

If a child attends another setting, we will, with the permission of parents, establish a regular two-way flow of appropriate information with parents and other providers. Where appropriate, we will incorporate comments from other providers, as well as parents and/or carers into the child's records.

We keep **two** kinds of records on children attending our setting:

Developmental records

- These include observations of children in the setting, photographs, video clips and samples of their work and summary developmental reports recorded and stored on My Nursery Child. They can be accessed securely using a password protected login, and contributed to by practitioners and the child's parents/guardians. All data is backed up onto secure servers.
- Children's scrap books are created by practitioners and contributed to by the children. These are usually kept in the child's nursery room, and remain on site at all times, until complete, at which point they are given to parents/guardians.

Personal records

These may include the following:

- Personal details – including the child's registration form and any consent forms.
- Contractual matters – including a copy of the signed parent contract, the child's days and times of attendance, a record of the child's fees, any fee reminders or records of disputes about fees.
- Child's development, health and well-being – including a summary of the child's EYFS profile report, a record of discussions about every day matters about the child's development health and well-being with practitioners, parents/guardians.

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- Early Support – including any additional focussed intervention provided by our setting (e.g. support for behaviour, language or development that needs an SEN action plan) and records of any meetings held.
- Welfare and child protection concerns – including records of all welfare and protection concerns, and our resulting action, meetings and telephone conversations about the child, an Education, Health and Care Plan and any information regarding a Looked After Child.
- Correspondence and Reports – including a copy of the child's 2 Year Old Progress Check, all letters and emails to and from other agencies and any confidential reports from other agencies.
- These confidential records are stored in a lockable cabinet, which is always locked when not in use and kept in our secure office.
- Management reads any correspondence in relation to a child, notes any actions and files it immediately
- Little Angels ensures that access to children's files is restricted to those authorised to see them and make entries in them. This includes our directors, area manager, setting manager, designated safe-guarding officer/s, office manager or the child's key person, or other staff, as authorised by management.
- We may be required to hand children's personal files to Ofsted as part of an inspection or investigation process; or to local authority staff conducting a S11 audit, as long as authorisation is seen. We ensure that children's personal files are not handed over to anyone not authorised to see them.
- Parents have access, in accordance with our **Privacy Notice**, and section 1.4 of this policy, to the files and records of their own children, but do not have access to information about any other child.
- We will not discuss personal information given by parents with other members of staff, except where it affects planning for the child's needs. Our staff induction programme includes an awareness of the importance of confidentiality in the role of the key person.
- Little Angels retains children's records electronically after they have left our setting; except records that relate to an accident or child protection matter, which are kept until a child reaches the age of 21 years or 24 years respectively. These are kept in a secure place.

Archiving children's files

- When a child leaves Little Angels, we remove all paper documents from the child's personal file and this is stored electronically on our 'My Nursery child' system.
- Where data is kept electronically it is encrypted and stored on a secure server.
- If we are notified of any Section 47 child protection investigations, we mark the envelope with a star and archive it for 25 years.
- We store financial information securely and in accordance with our finance procedures.

Other records

- Little Angels keeps a daily record of the names of the children we are caring for, their hours of attendance, the names of their key people and daily meals and snacks, sleep and nappy or potty training records.
- Students on placement from City and Islington College, Middlesex University or other recognised institutions are advised of our Information and Records Policy and are required to abide by it at all times.

1.2 Provider records

Policy statement

Little Angels keeps records and documentation for the purpose of maintaining our business. These include:

- Records pertaining to our registration.
- Landlord/lease documents and other contractual documentation pertaining to amenities, services and goods.
- Financial records pertaining to income and expenditure.

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- Risk assessments.
- Employment records of all staff including their name, home address, telephone number, DBS number and emergency contact.
- Names, addresses, telephone number and DBS record of any student who works or is on placement at Little Angels.

Little Angels considers our records as confidential based on the sensitivity of information, such as with employment records. These confidential records are maintained with regard to the framework of the General Data Protection Regulations (2018), further details are given in our Privacy Notice and the Human Rights Act (1998).

Procedures

- All records are the responsibility of our management team who ensure they are kept securely.
- All records are kept in an orderly way in files and filing is kept up-to-date.
- All financial records are kept up-to-date for audit purposes.
- Health and safety records are maintained; these include risk assessments, details of checks or inspections and guidance documents.
- Our Ofsted registration certificate is displayed.
- Our Public Liability insurance certificate is displayed.
- All employment and staff records are kept securely and confidentially.

Little Angels will notify Ofsted of any:

- change in the address of our premises;
- change to our premises which may affect the space available to us or the quality of childcare we provide;
- change to the Directors or person/s managing Little Angels
- significant event which is likely to affect our suitability to look after children; or
- other event as detailed in the Statutory Framework for the *Early Years Foundation Stage* (EYFS, DfE 2017).

1.3 Transfer of records to school

Policy statement

Little Angels recognises children may move to another early years setting before they go on to school, although the majority will leave us to go on to reception and school.

We prepare children for these transitions, including working with parents/guardians and the receiving setting or school. This includes preparing records about a child's development and learning in the context of the Early Years Foundation Stage in order to enable smooth transitions, and other appropriate information with parental consent.

Confidential records are shared where there have been child protection concerns according to the process required by Islington's Safeguarding Children Board. Their procedure guides this process and determines what information Little Angels can and cannot share with a receiving school or setting. Prior to transferring information, we will establish the lawful basis for doing so (see our Privacy Notice).

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Procedures

Transfer of development records for a child moving to another early years setting or school

- Using the *Early Years Outcomes* (DfE 2013) guidance and Little Angels assessment of children's development and learning, a team including the child's key people, our teacher/s if appropriate, and other relevant practitioners will prepare a summary of achievements in the seven areas of learning and development.
- The record refers to:
 - any additional language spoken by the child and his or her progress in both languages;
 - any additional needs that have been identified or addressed by Little Angels;
 - any special needs or disability, whether a Common Assessment Framework (CAF) was raised in respect of special needs or disability, whether there is an Education, Health and Care Plan, and the name of the lead professional.
- The record contains a summary by key person/teacher and a summary of the parent's view of the child/feedback.
- The document may be accompanied by other evidence, such as photos or drawings that the child has made.
- When a child transfers to a school, some local authorities provide an assessment summary format or a transition record, which we will follow as applicable.
- If there have been any welfare or protection concerns, we place a star on the front of the assessment record.

Transfer of confidential information

- If applicable, the receiving school or setting will need to have a record of any safeguarding or child protection concerns that were raised at Little Angels, and our response to them. This includes making a summary of the concerns, along with the date of the last professional meeting or case conference. Some Local Safeguarding Children Boards will stipulate forms to be used.
- Where a CAF has been raised in respect of any welfare concerns, Little Angels will pass the name and contact details of the lead professional on to the receiving setting or school.
- Where there has been a Section 47 investigation regarding a child protection concern, Little Angels will pass the name and contact details of the child's social worker on to the receiving setting or school – regardless of the outcome of the investigation.
- Little Angels posts the information to the school or setting, ensuring it is addressed to the setting or school's designated person for child protection and marked as 'confidential'.
- Little Angels will not pass any other documentation from the child's personal file to the receiving setting or school.

1.4 Confidentiality and client access to records

Policy statement

At Little Angels, all staff and management can be said to have a 'confidential relationship' with families. It is our intention to respect the privacy of children and their parents and carers, while ensuring that they access high quality early years care and education. We aim to ensure that all parents can share their information in the confidence that it will only be used to enhance the welfare of their children. Little Angels has record keeping systems in place that meet legal requirements; the means that we use to store and share that information takes place within the framework of the General Data Protection Regulations (2018) and the Human Rights Act (1998).

Confidentiality procedures

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- Almost all information regarding our families, children and Little Angels are confidential to. In exceptional circumstances information is shared if we are obliged to do so, for example with other professionals or possibly social care or the police.
- Information shared with other agencies is done in line with section 1.5 of this policy.
- Little Angels will always check whether parents regard the information they share with us to be confidential or not.
- Some parents may choose to share information about themselves with other parents as well as with our staff; Little Angels cannot be held responsible if information is shared by individuals with whom a parent has 'confided' in.
- Little Angels will inform parents if we need to record confidential information beyond the general personal information we keep (see also our Privacy Notice) - for example with regard to any injuries, concerns or changes in relation to the child or the family, any discussions with parents on sensitive matters, any records we are obliged to keep regarding action taken in respect of child protection and any contact and correspondence with external agencies in relation to their child.
- Little Angels keeps all records stored securely: paper files are kept securely in locked cabinets and electronic files are stored on password protected servers or on our computer network.
- Staff discuss children's general progress and well being together in meetings. More sensitive information is restricted to our manager and the child's key person, and is shared with other staff on a need to know basis.
- We do not discuss children with staff who are not involved in the child's care, other parents or anyone else outside of the setting.
- Discussions with other professionals take place within a professional framework and not on an informal or ad-hoc basis.

Client access to records: procedures

Parents may request access to any confidential records Little Angels holds on their child and/or family by following the procedure below:

- A parent is the 'subject' of a file in cases where a child is too young to give 'informed consent' and has a right to see information on file at Little Angels.
- Any request by a parent or guardian to see a child's personal file must be made in writing and addressed to either of the directors: Caroline Thompson or Cal Meyrick. The request will be acknowledged in writing, and the parent/guardian informed that arrangements will be made to view the file contents, subject to third party consent if applicable, within one month of the original request.
- If requests are complex or numerous, this may be extended by up to two months. If this is the case, we will inform you within one month of the receipt of the request and explain why the extension is necessary
- A fee may be charged for repeated requests, or where a request requires excessive administration to fulfil.
- If any information, entry, correspondence or other document which mentions a third party is contained within a requested file, Little Angels will contact them, explaining that a request has been made to view the file, and permission will be requested. All correspondence, including giving or refusing consent for disclosure of any material, will be kept on file.
- 'Third parties' may include family members noted on the file where there are separate entries pertaining to each parent, step parent, grandparent etc. If applicable, Little Angels will write to each of them to request third party consent.
- Third parties also include workers from any other agency, including children's social care and the health authority for example. Please note, agencies will normally refuse consent to share information, preferring instead for the parent to be redirected to those agencies for a request to see their file held by that agency.
- Little Angels staff should also be written to, but we reserve the right under the legislation to override a refusal for consent or to just delete the name of the staff member and not the information. Little Angels may grant refusal if the member of staff has provided information that could be considered 'sensitive' and the staff member may be in danger if that information is disclosed; or if that information is the basis

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of a police investigation. In each case, the matter would be discussed with members of staff and decisions recorded.

- Once all consents/refusals are obtained, a photocopy of the complete file is made with any information that a third party has refused consent to disclose, removed.
- The copy file is then checked by the manager or director/s and legal advisors if necessary to verify that the file has been prepared appropriately.
- What remains is the information recorded by the setting, detailing the work initiated and followed by them in relation to confidential matters. This is called the 'clean copy'.
- A photocopy of the 'clean copy' is taken and the parent notified that the file is now ready and an appointment can be made to view it.
- At the meeting, the manager will sit with the parent to go through the file, explaining the process as well as what the content of the file. Only the person(s) with parental responsibility can attend the meeting, or the parent's legal representative or interpreter.
- The parent may take a copy of the prepared file away; but, to ensure it is properly explained to and understood by the parent, we never hand it over without discussion.
- It is an offence to remove material that is controversial or to rewrite records to make them more acceptable. Recording procedures and guidelines are in place to ensure that the 'clean copy' reflects an accurate account of the file.
- If a parent feels aggrieved about any entry in the file, or the resulting outcome, then Little Angels would refer the parent to its complaints procedure.
- The law requires that the information we hold must be held for a legitimate reason and must be accurate (see our Privacy Notice). If a parent says that the information we hold is inaccurate, then the parent has a right to request for it to be changed. However, this only pertains to factual inaccuracies. Where the disputed entry is a matter of opinion, professional judgement, or represents a different view of the matter than that held by the parent, we retain the right not to change that entry, but we can record the parent's view of the matter.
- Little Angels reserves the right to seek legal advice on any controversial matter contained within a file. This might be where there is a court case between parents, where social care or the police may be considering legal action, or where a case has already completed and an appeal process is underway.

Telephone advice regarding general queries may be made to The Information Commissioner's Office Helpline 0303 123 1113.

All the undertakings above are subject to the paramount commitment of our setting, which is the safety and well-being of the child. Please see also our policy on Safeguarding Children and Child Protection.

1.5 Information sharing

Policy statement

Little Angels recognises that parents have a right to know that the information they share with us will be regarded as confidential, as well as to be informed about the circumstances when, and the reasons why, we are obliged to share information.

Little Angels records and shares information about children and their families (data subjects) in line with the six principles of the General Data Protection Regulations (GDPR) (2018) which are further explained in our Privacy Notice. The six principles state that personal data must be:

1. Processed fairly, lawfully and in a transparent manner in relation to the data subject.
2. Collected for specified, explicit and legitimate purposes and not further processed for other purposes incompatible with those purposes.
3. Adequate, relevant and limited to what is necessary in relation to the purposes for which data is processed.

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4. Accurate and where necessary, kept up to date.
5. Kept in a form that permits identification of data subjects for no longer than is necessary for the purposes for which the data is processed.
6. Processed in a way that ensures appropriate security of the persona data including protection against accidental loss, destruction or damage, using appropriate technical or organisational measures

Little Angels is obliged to share confidential information without authorisation from the person who provided it, or to whom it relates, if it is in the public interest. That is when:

- it is to prevent a crime from being committed or to intervene where one may have been, or to prevent harm to a child or adult; or
- not sharing it could be worse than the outcome of having shared it.

The responsibility for decision-making does not rely solely on an individual: the directors and management team provide clear guidance, policy and procedures to ensure all staff and volunteers understand their information sharing responsibilities and are able to respond in a timely, appropriate way to any safeguarding concerns.

The three critical criteria are:

- Where there is evidence that the child is suffering, or is at risk of suffering, significant harm.
- Where there is reasonable cause to believe that a child may be suffering, or is at risk of suffering, significant harm.
- To prevent significant harm arising to children and young people or adults, including the prevention, detection and prosecution of serious crime.

Procedures

Little Angels procedure is based on the GDPR principles as listed above and the seven golden rules for sharing information in the Information sharing Advice for practitioners providing safeguarding services to children, young people, parents and carers. Little Angels also follows the guidance on information sharing from the Local Safeguarding Children Board.

1. *The General Data Protection Regulations 2018 and human rights law are not barriers to justified information sharing as per the Children Act 1989, but provide a framework to ensure that personal information about living individuals is shared appropriately.*
 - Our policy and procedures on Information Sharing provide guidance to appropriate sharing of information, both within the setting, as well as with external agencies.
2. *Little Angels will always be open and honest with parents/guardians and staff (and/or their family where appropriate) regarding why, what, how and with whom information will, or could be shared. Little Angels will seek consent, unless it is unsafe to do so or we have a legal obligation not to.*

At Little Angels we ensure parents:

- receive a copy of our Privacy Notice and information about information sharing via this policy when starting their child in the setting and that they sign our Settling In Form to say that they understand the circumstances in which information may be shared without their consent. This will only be when it is a matter of safeguarding a child or vulnerable adult;
 - have information about our Safeguarding Children and Child Protection Policy; and
 - have information about the other circumstances when information will be shared with external agencies, for example, with regard to any special needs the child may have or transition to school.
3. *Little Angels will seek advice in in any doubt about sharing the information concerned, without disclosing the identity of the individual where possible.*

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- Staff discuss any concerns they may have about a child routinely in supervisions and any actions are recorded in the child's file.
 - Our Safeguarding Children and Child Protection Policy sets out the duty of all members of our staff to refer concerns to our designated safeguarding lead or deputy, who may in turn contact children's social care for advice.
 - Management seeks advice if we need to share information without consent to disclose.
4. *Information is shared with informed consent where appropriate and, where possible, respecting the wishes of those who do not consent to share confidential information. Information may still be shared without consent if management deems there to be good reason to do so, such as where safety may be at risk. This is based on the judgement of the facts of the case. We are aware that when sharing or requesting personal information from someone, we must be certain of the basis upon which we are doing so. Where consent is granted, we are mindful that an individual might not expect information to be shared.*
- Little Angels bases decisions to share information without consent on judgements about the facts of the case and whether or not there is a legal obligation.
 - Little Angels guidelines for consent are part of this procedure.
 - Our management team are conversant with this procedure and able to advise staff accordingly.
5. *Little Angels considers safety and well-being: information sharing decisions are based on considerations of the safety and well-being of the individual and others who may be affected by their actions.*

At Little Angels we:

- record concerns and discuss these with our designated person and/or designated safeguarding lead;
 - record decisions made and the reasons why information will be shared and to whom; and
 - follow the procedures for reporting concerns and record keeping as set out in our Safeguarding Policy.
6. *Information recorded is necessary, proportionate, relevant, adequate, accurate, timely and secure: We ensure that the information we share is necessary for the purpose for which we are sharing it, is shared only with those individuals who need to have it, is accurate and up-to-date, is shared securely and in a timely fashion.*
- Our Safeguarding Policy and Information and Records Policy set out how and where information should be recorded and what information should be shared with another agency when making a referral.
7. *Little Angels keeps a record of information sharing decisions and the reasons for them. If information is shared we record what has been shared, with whom and for what purpose.*
- Where information is shared, we record the reasons for doing so in the child's file; where it is decided that information is not to be shared that is recorded too.

Consent

When parents choose Little Angels for their child, they will share information about themselves and their families. This information is regarded as confidential. Parents have a right to be informed that we will seek their consent to share information in most cases, as well as the kinds of circumstances when we may not seek their consent, or may override their refusal to give consent. The nursery informs them as follows:

- Our policies and procedures set out our responsibility regarding gaining consent to share information and when it may not be sought or overridden.
- We may cover this verbally when the child starts or include this in our prospectus.
- Parents sign Registration Form and Settling In Form to confirm that they understand this.
- We ask parents to give written consent to share information about any additional needs their child may have, or to pass on child development summaries to the next provider/school.
- We give parents copies of the forms they sign.

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- We consider the following questions when we assess the need to share:
 - Is there a legitimate purpose to us sharing the information?
 - Does the information enable the person to be identified?
 - Is the information confidential?
 - If the information is confidential, do we have consent to share?
 - Is there a statutory duty or court order requiring us to share the information?
 - If consent is refused, or there are good reasons for us not to seek consent, is there sufficient public interest for us to share information?
 - If the decision is to share, are we sharing the right information in the right way?
 - Have we properly recorded our decision?
- Consent must be freely given and *informed* - that is the person giving consent needs to understand why information will be shared, what will be shared, who will see information, the purpose of sharing it and the implications for them of sharing that information as detailed in the Privacy Notice.
- Consent may be *explicit*, verbally but preferably in writing, or *implicit*, implied if the context is such that sharing information is an intrinsic part of our service or it has been explained and agreed at the outset.
- Consent can be withdrawn at any time.
- We explain our Information Sharing Policy to parents.

Separated parents

- Consent to share need only be sought from one parent. Where parents are separated, this would normally be the parent with whom the child resides. Where there is a dispute, we will consider this carefully.
- Where the child is looked after, we may also need to consult the Local Authority, as 'corporate parent' before information is shared.

All the undertakings above are subject to our paramount commitment, which is to the safety and well-being of the child. Please also see our Safeguarding Policy.

1.6 Working in partnership with other agencies

Policy statement

We work in partnership with local and national agencies to promote the well-being of all children. We will never share your data with any organisation to use for their own purposes.

Procedures

- We work in partnership, or in tandem, with local and national agencies to promote the well-being of children.
- We have procedures in place for the sharing of information about children and families with other agencies. These are set out our Privacy Notice, Information and Records Policy, Safeguarding Policy and the SENCO Policy.
- Information shared by other agencies with us is regarded as third party information. This is also kept in confidence and not shared without consent from that agency.
- When working in partnership with staff from outside agencies, we make those individuals welcome in our setting and respect their professional roles.
- We follow the protocols for working with outside agencies, for example child protection.
- We ensure that staff from outside agencies do not have unsupervised access to the child they are visiting in the setting and do not have access to any other child(ren) during their visit.
- Our staff do not casually share information or seek informal advice about any named child/family.
- When necessary, we consult with and signpost to local and national agencies who offer a wealth of advice and information that help us to develop our understanding of the issues facing us and who can provide support and information for parents. For example, ethnic/cultural organisations, drug/alcohol agencies, welfare rights advisors or organisations promoting childcare and education, or adult education.

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1.6 Making a complaint

Policy statement

Little Angels believes that children and parents are entitled to courtesy and prompt, careful attention to their needs and wishes. We welcome suggestions on how to improve our setting and will give prompt and serious attention to any concerns about the running of the setting. We anticipate that most concerns will be resolved quickly, using an informal approach. If this does not achieve the desired result, we have a set of procedures for dealing with concerns. We aim to bring all concerns about the running of our setting to a satisfactory conclusion for all parties involved.

Procedures

All settings are required to keep a written record of any complaints that reach stage two and above, and their outcome. This is to be made available to parents, as well as to Ofsted inspectors on request.

Making a complaint

Stage 1

- Any parent who has a concern about an aspect of our setting's provision talks over his/her concerns with our manager first of all.
- Most complaints can be resolved amicably and informally at this stage.
- We record the issue, and how it was resolved, in the child's file.

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.
- Our setting stores all information relating to written complaints from parents in the child's personal file. However, if the complaint involves a detailed investigation, our manager/directors may wish to store all information relating to the investigation in a separate file designated for this complaint.
- When the investigation into the complaint is completed, our manager/director meets with the parent to discuss the outcome.
- We inform parents of the outcome of the investigation within 28 days of him/her making the complaint.
- When the complaint is resolved at this stage, we log the summative points in our Complaint Investigation Record, which is made available to Ofsted on request.

Stage 3

- If the parent is not satisfied with the outcome of the investigation, he or she requests a meeting with our manager and directors. The parent may have a friend or partner present if they prefer.
- A written record of the discussion is made, as well as any decision or action to take as a result. 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. When the complaint is resolved at this stage, we log the summative points in our Complaint Investigation Record.

Stage 4

- If stage 3 does not conclude the matter, we invite an external mediator 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 us to define the problem, review the action so far and suggest further ways in which it might be resolved.

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- The mediator keeps all discussions confidential. S/he can hold separate meetings with our staff 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 and our manager/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 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, Children's Services and Skills (Ofsted), the Local Safeguarding Children Board and the Information Commissioner's Office

- Parents may approach Ofsted directly at any stage of this complaints procedure. In addition, where there seems to be a possible breach of the setting's registration requirements, it is essential to involve Ofsted as the registering and inspection body with a duty to ensure the Safeguarding and Welfare Requirements of the Early Years Foundation Stage are adhered to.
- Parents can complain to Ofsted by telephone or in writing at:
Ofsted National Business Unit, Piccadilly Gate, Store Street, Manchester M1 2WD
Tel: 0300 123 1231
- These details are displayed on our notice board.
- If a child appears to be at risk, we follow the procedures of the Local Safeguarding Children Board.
- In these cases, both the parent and Little Angels are informed and our management team work with Ofsted or the Local Safeguarding Children Board to ensure a proper investigation of the complaint, followed by appropriate action.
- The Information Commissioner's Office (ICO) can be contacted if you have made a complaint about the way your data is being handled and remain dissatisfied after raising your concern with us. For further information about how we handle your data, please refer to the Privacy Notice given to you when you registered your child at [our/my] setting. The ICO can be contacted at Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or ico.org.uk

Records

- A record of complaints in relation to Little Angels, or the children or the adults working in our setting, is kept for at least three years; including the date, the circumstances of the complaint and how the complaint was managed.
- The outcome of all complaints is recorded in our Complaint Investigation Record, which is available for parents and Ofsted inspectors to view on request.

Legal framework

- General Data Protection Regulations (GDPR) (2018)
- Freedom of Information Act (2000)
- Human Rights Act (1998)
- Children Act (1989)

Further guidance

- Information Sharing: Advice for practitioners providing safeguarding services to children, young people, parents and carers (HM Government 2015)

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- What to do if you're worried a child is being abused: Advice for practitioners (HM Government 2015)
- Working together to safeguard children: A guide to inter-agency working to safeguard and promote the welfare of children (HM Government 2015)

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