

# Evergreen Forest Nursery



Parent Handbook

## **Evergreen Forest Nursery Handbook**

*'Forest School is an inspirational process that offers ALL learners regular opportunities to achieve and develop confidence and self-esteem through hands-on learning experiences in a woodland or natural environment with trees'. (Forest School Association)*

### **Our vision**

Firstly, we would like to welcome you to Evergreen Forest Nursery. We are a small business located on the outskirts of Clitheroe with a truly unique and beautiful setting. Our vision is to create a stimulating and enabling natural environment to help establish independent, enthusiastic and creative learners, who develop holistically through a well-planned and interesting child centred approach.

We aim to provide a high quality, safe, nurturing and happy learning environment for each individual child to help them develop to their full potential. We have a stimulating outdoor environment and a healthy delicious menu that is all homemade, since we believe these two elements are the perfect recipe for children to develop and thrive in all areas.

In this parent leaflet we aim to inform you about the many features of our forest nursery setting. But this brochure pack cannot tell you everything you or give you a feel for our wonderful outdoor nursery. Please come along and have a look around with a member of our team to get a better idea of what we have to offer your child.

### **What is Forest School?**

So, you might be wondering what an outdoor forest school nursery is? Our nursery is based completely outdoors and each nursery sessions takes place in our magnificent woodland or natural wooded environment and is managed by Monika Brown. However, we are lucky to have an indoor space for the children to come into if the weather conditions are extremely bad but we try to avoid playing indoors as much as possible.

We believe that being outdoors has huge benefits for children, both physically and mentally, and the growing phenomenon of outdoor plays has numerous advantages for educating children in the fresh air. Below are some examples of how children benefit from learning and playing outside-

- Building confidence and independence.
- Feeling empathy for others and nature.
- Physical fitness.
- Health benefits.
- Improved mental health.
- Learning by experience.

- Exposure to manageable risk.
- Better sleep and mood.
- Learning about spiritual meaning.

During each sessions staff have worked on planning, adaptation, observations and reviewing are all integral parts of the outdoor forest nursery process. The reason for is because we aim to promote the holistic development in all of those involved, fostering resilient, confident, independent and creative learners. We offer learners the opportunity to take supported risks appropriate to the environment and themselves. We also use a range of learner centred processes to create a community for development and learning.

### **Forest School ethos**

At Evergreen Forest Nursery we are committed to the ethos of Forest School and aim to:

- Fulfil every child's potential
- Develop a love of learning that creates independent and confident learners
- Promote a secure, exciting and fascinating learning environment
- Support a positive relationship with home and the wider community
- Promote children's self-esteem
- Encourage independence
- Promote positive behaviour to ensure the safe running of Forest School sessions
- Provide appropriate adult:child ratios
- Plan sessions that contribute towards a safe environment

### **Our rules and routines at Forest School:**

Expectations of behaviour will be set by the Forest School Leader and discussed with the children beforehand, in conjunction with the Nursery's Behaviour Policy (for further information see Behaviour Policy). Children will also help set rules, which will be revisited at every session. These include:

- 'No pick, no lick, be careful how you carry a stick.'
- Respect for plants, trees and animals
- Staying within the designated areas at all times
- Adult supervision for tree climbing

**Adult Role:**

All adults model appropriate behaviour and safe practices, whilst interacting with the children and each other; boundaries are shared, promoting positive reinforcement and choices and consequences discussed. They will:

- Promote the safety and well-being of the children at all times
- Carry out necessary risk assessments
- Carry a first aid kit in the 'emergency rucksack' and administer first aid as required
- Create a positive learning environment, based on each child's needs
- Encourage good relationships, based on respect of each other
- Promote, honesty, politeness and kindness through example
- Use encouraging language and show appreciation of each child's contributions and effort
- Ensure fair treatment and equality for all attending, regardless of age, gender, ability or race, in line with the school's Equality Policy.

**Forest School Clothing**

Forest School sessions will take place in all weathers unless the safety of the participants is in question, due to high winds or icy roads. 'There is no such thing as bad weather, just bad clothing'. Suitable clothing is essential for everyone participating; children and adults need to be adequately dressed in order to gain the full learning potential of the session.

In their kits, children should have:

- waterproof outerwear (dungarees/trousers and jacket/coat/all in one)
- waterproof gloves (ski gloves are good)
- waterproof shoes (wellies, snowboots, etc)
- thermal layers (pants/top/socks)
- snood or scarf/hat/woolly or thermal socks
- spare clothing (leggings/top/jumper/socks/underwear/trainers)
- allocated bag for muddy clothing after the sessions
- Long socks, old trainers (in very hot dry weather)
- During the summer, a sunhat and sunscreen should be supplied
- During the colder months, extra layers such as a fleece, leggings, tights, hats and gloves etc. are all required.

Children should arrive at Nursery in their outdoor wear and bring spare items in a bag. All Forest School Kit should be named and kept in nursery for other activities and taken home regularly to be washed.

### **Confidentiality Policy**

All forest school staff and volunteers must adhere to the confidentiality policy.

#### Medical and personal information

- All adults will be made aware of any medical details such as allergies affecting the children attending on a need to know basis and kept confidentially within the nursery's Forest Handbook.
- In case of emergency, contact numbers of each child will be kept in the nursery Forest Handbook.
- Only trained staff will apply first aid to children and adults attending; volunteers must make staff aware if they are approached by a child needing care.
- Any adults attending, with medical conditions, must disclose to the Forest School Leader; this information will be treated with the utmost confidentiality.
- Photographic and Video permissions. Permission from parents will be asked to agree to their child being photographed or filmed for observational, training or nursery promotion purposes; any child without this permission will be recorded in the school's Forest Handbook.
- Only nursery cameras and iPads must be used for this purpose. Volunteers should only use school cameras under the guidance of the Forest Leader.
- Mobile phones should only be used for emergency purposes.
- Trained staff will be required to undertake observations and assessments of the children attending, as part of the curriculum and wellbeing scales.
- Observations will be kept in nursery and remain confidential to that child and family
- Volunteers may give oral feedback to a staff member regarding an activity; this must be in strict confidence.

### **Safeguarding at Forest Nursery**

Evergreen Forest nursery is committed to safeguarding and promoting the welfare of all children and staff. All information regarding children, families and staff is strictly confidential. If we had any concerns the parents would be informed first unless we suspect a child is subject to abuse, then the information is shared with other agencies to ensure the child's welfare and safety. As a government requirement we are obliged to notify Ofsted of any allegations of serious harm or abuse by any

person working or looking after children at the premises. Please refer to our safeguarding policy for further information.

### **Contact Numbers**

Any accidents or incidents will be reported to parents and the office at the earliest opportunity. Any changes of contact number must be given to the office.

Staffing to child ratios are as follows:

2 Years 1:4 (adult:child)

3-4 Years 1:8 (adult:child)

However, we tend to keep the ratios lower at Evergreen Forest Nursery. There must always be a minimum of three adults on site and the Forest School Leader should be supernumerary; adults can be made up of staff and volunteers.

### **Child's learning journey**

During forest sessions, all children will be observed and assessed in an unobtrusive way to gather and record information for their learning journeys. Evidence will be gathered using photographs, videos and written observations. All staff involved in Forest sessions will be responsible for gathering evidence; volunteers would be asked to feedback to the Forest School Leader. The information gathered will be used to plan activities and next steps for the children, particularly within the Characteristics of Effective Learning. The learning journeys portfolios are immediately shared electronically with parents through Class Dojo.

### **Forest School Hygiene Policy**

#### **Toileting:**

- Children will be encouraged to use the toilet before going into the woodland
- A designated area will be set aside in case of toilet emergencies. An adult, with the relevant DBS checks, will accompany the children to the area, wet wipes will be available for personal use and hand-cleaning and a trowel will be carried in the Forest Nursery Emergency Rucksack
- If a child has a wetting or soiling accident, they will be changed accordingly.

#### **Hand Washing:**

- Whenever possible, soap and water will be used for handwashing at snack
- Disposable paper towels will be used for drying and bagged for disposal
- Anti-bacterial wipes will be available throughout the session.

#### **Snack time or cooking:**

During snack time or cooking activities, food hygiene regulations will be adhered to.

- Children will wash and dry hands and sit on the base camp benches when consuming any food or drink or in the indoor space.
- Drinking water and warm herbal/fruit tea will be supplied.

### **Practical skills and safe tool use at Forest School**

General rules for tool use (All tools have a separate risk assessment)

- The Forest School Leader is nominated to ensure safe storage of tools on the premises.
- All staff ensure safe storage whilst at the Forest School Site
- We do not walk around with tools, wherever possible tools should be kept clean with oily rag, sharp and checked before every use
- Tools should only be used with a designated trained adult

### **Knives:**

- Children must be supported 1:1 or 1:2 depending on age range by an adult, preferably the Forest School Leader, initially demonstrating good practice
- Users should preferably be sat down in a designated area
- Knives should be used away from the body
- Ensure knives are clean and covered when not in use.

### **Bow-Saw or Pruning Saw:**

- Children will be supported 1:1 by an adult preferably the Forest School Leader and good practice demonstrated
- Guard is in place when not in use
- Use in a designated area away from others
- Use with a glove on the non-sawing hand
- Use a saw-horse where possible with the bow saw.

### **Loppers:**

- Children must be supported 1:1 by an adult preferably the Forest School Leader and good practice demonstrated
- Use in a designated area, away from others
- Loppers must be kept closed except when in use
- Loppers must only be used above the ground if possible.

### **Fire:**

- Fires must only be lit in designated area and surrounded by a safe zone
- Safe fire-lighting equipment must be used with no accelerants
- An adult must be located at the fire at all times
- Suitable accident prevention and management should be next to site
- Tools and water will be available to extinguish fire
- Site to be made safe on completion of activity
- Cooking or other activities located near the fire to have ratios of 1:2.

#### Ropes and Knots:

- All equipment to be regularly checked for fraying etc.
- Children should not wrap rope around their bodies
- Children should be encouraged to learn to tie and undo simple knots
- If tying between trees, the rope should be able to be seen and not cause a trip or hazard.

#### Promoting children's learning and development

- We believe that nature is at the root of all learning. Nature can provide a range of contexts which children can relate to, understand, and become really involved with. The planting and harvesting of vegetables, the creation of habitat piles to increase biodiversity in the area and the use of natural streams to explore the properties of water all give children tangible ways of working with and in nature to increase their connection to it. Children are able to explore nature in depth in nature's time so some investigations might take a year or more.
- We are often asked how we are preparing children for school if "all they do is play outside." We may not be doing worksheets, but we are always learning. By going to our outdoor fire pit and creating charcoal we are learning about heat and temperatures, oxidation, steam, creating our own risk assessment and much more. We can inspire and nurture a fascination in children for many different 'school' subjects such as Physics, Geography and History which will last with them for life by learning through nature.
- We develop children's voices and the process of learning are recorded in talking and thinking floor books, a method developed by Claire Warden. These books are created with the children; they share their ideas and contribute their understanding at their own level. They document group learning experiences and consultations and value each child as an individual recording their progress and understanding throughout. Families are invited to come in regularly and share the floor books with their children. The children all have individual learning journeys which include documentation of their learning journeys.



- We see each and every child as a unique, competent learner who has a natural understanding of the world around them and a fascination with all aspects of it. In order to achieve their potential, we believe in outdoor play, every day, for all children, throughout the year.

#### A Positive Foundation for Early Learning:

- By facilitating and scaffolding a varied range of rich play experiences; we enable children to develop a holistic set of skills and pre-academic abilities which will support them in school. Learning in such a fun, enjoyable way also provides a positive early learning experience for young children, which will instill in them a life-long love of learning. It is only through this attitude that children can truly explore their gifts and abilities and reach their full potential.
- ‘Play is often talked about as if it were a relief from serious learning. But for children play is serious learning. Play is really the work of childhood’. Fred Rogers

#### What is an Emergent, Child Led, Play Based Pre-school Curriculum

*“What we learn with pleasure, we never forget”*– Alfred Mercies

The emergent curriculum is at the heart of our modern, research led approach to pre-school education, as it provides a new and progressive framework for early years learning. Instead of delivering topic-based lessons, our team are guided the children’s emerging interests and innate attraction to certain topics and areas. Our Early Years Educators take the time to observe these emerging interests and to reflect on the children’s motivations, before planning activities to develop their skills. The children are also involved in this planning process, ensuring that they enjoy meaningful learning experiences.

#### Child led:

- No child learns in exactly the same way. That’s why they all need the opportunity to follow their innate guidance, realise their own unique talents, discover their individual learning styles and experience the immense joy that learning can bring. This knowledge and experience create a valuable foundation for future education, enabling children to become empowered and enthusiastic life-long learners.

#### Play based:

- The Emergent Curriculum focuses on play that compliments the interests and needs of the children, so every aspect of their day is enjoyable and fun. Play is a powerful vehicle for children’s learning as it offers endless opportunities to explore, experiment and discover. There are many different forms of play we facilitate a wide range of different play-based activities in Evergreen Forest Nursery, from imaginative and constructive play, to arts & crafts, water play and outdoor play.

- Play naturally develops the skills that children require for school such as physical strength and coordination (necessary for writing) and spatial awareness. It also provides an in-direct introduction to many academic concepts such as sorting, matching, measurement, density, classification, force, gravity and classification. Concrete experiences form the basis for abstract thinking, so lots of hands on exploration will aid a child's understanding of these concepts later on. As a social activity, play is hugely important in the development of a child's social and language skills and imaginative play is particularly important for the development of creativity. The ability to think creatively is essential for many areas, from creative writing and music, to mathematical problem solving and scientific innovation. A child who can think creatively will also learn to problem solve.

By the play in nature children are:

- play and explore: children investigate and experience things, and 'have a go'.
- be active learners: children concentrate and keep on trying if they encounter difficulties and enjoy their achievements.
- create and think critically: children need to have and develop their own ideas, make links between ideas, and develop strategies for doing things.
- In terms of your child's early education, we offer activities, enabling environments and learning opportunities in the seven areas of learning and development: communication and language, physical development, personal and social development, literacy, mathematics, understanding the world, and expressive arts and design. These areas of learning and development are each important and are inter-connected.
- For children whose first language is not English, we will try to provide opportunities for them to develop and use their home language in play and learning, supporting their language development at home. However, we will also ensure that children have enough opportunities to learn and reach a good standard in English language during their time in Evergreen Forest Nursery.

**Working together with families**

The link between the family and the nursery is of vital importance for the child's progress. Families know their child best and so communication between parents and staff is crucial. Care is taken to involve parents/guardians in all aspects of children's progress through:

- Being encouraged to look at and comment on their children's work
- Recording children's group learning
- Contributing items for craft and topic work

- Being encouraged to visit the Evergreen Forest Nursery Parent meetings
- Families are kept informed of Evergreen Forest Nursery activities through regular newsletters, photographs and letters before specific events. Families also have the opportunity for informal discussion daily when they bring and collect their child. Families are encouraged to help evaluate the service and the opportunities children are being offered. We also invite families to add to our Communication Book, where they can share their own thoughts and experiences with us. Families are also encouraged to share the documentation of learning journeys with their children while at home through their child's personal portfolio on Class Dojo.

### **From Home to Forest Nursery**

This step is recognised as being of great importance and staff work to ensure that starting nursery is a happy experience for both child and parent. To help ensure a smooth start we offer a flexible settling in programme and are happy to cooperate with parents during this process. A visit is arranged to familiarise parents and children with the Forest Nursery environment. Every effort is made to ensure that a new child feels welcome and soon as a sense of "belonging" to the nursery

#### Each child is an individual:

In the diverse world we live in families may have differing values and practices and every child has differing abilities, strengths and needs. During observations, assessments and planning we identify areas for development and next steps for all children. Not all children have the same level of confidence, and so we gently increase 'risk' and 'challenge' with children to push them outside of their comfort zone. We do not believe in forcing children to do activities that they do not want to do, but we also believe in letting persevere through and challenge (such as lighting a small fire or trying to climb a hill) without interfering in their own learning. When opportunities present themselves through children's interests we develop opportunities to investigate different cultures and global perspectives and celebrations. We invite families to come in and share various aspects of their culture with the staff and children.

#### Valuing the work your child creates

Here at Evergreen Nursery we create creators, we celebrate the process of creativity and not just the end product. Children of this age are still developing their gross and fine motor skills and manipulation small tools takes time and effort. As an environmentally friendly nursery we encourage transient art and children can produce amazingly intricate displays with natural materials which are photographed to record the process.

#### Curriculum

Our curriculum is nature based, following the "Early Years Foundation Stage". The majority of our learning takes place outside where children can explore the concepts and achieve the expected outcomes in a very practical, sensorial, active and contex-

tual manner as recommended in the new curriculum. Our highly consultative environment encourages children to explore curricular concepts using higher order thinking, problem solving, self-risk assessing and complex language. Collecting wood for the fire involves estimation, measuring, sorting by complex criteria, science, keeping safe, sharing, taking turns, developing manual dexterity, discussion, etc. Physical development of both gross motor and fine motor control is naturally encouraged in this environment. The skill of our practitioners lies in identifying the learning: then recording this in the Talking and Thinking Floorbooks as well as the children's learning story book.

When your child is aged between two and three, it is a requirement for us to complete a written progress report of your child's development in the prime Learning and Development Areas. This "Progress Check at Age 2" will identify your child's strengths, and any areas where your child's progress is less than expected. Our progress check forms part of the Integrated Review which is carried out by your child's health visitor at the same time. One goal of this assessment is to highlight if your child has any special educational needs or disabilities. We will share assessment with you, and together with health visitors or other professionals we can plan activities and strategies for home and at Evergreen Forest Nursery to address any issues or concerns that may arise.

### **Mealtimes: promoting a healthy, balanced diet**

- A healthy, balanced and nutritious breakfast, snacks and dinner are an additional £6.00 per day, drinking water is available throughout the day and accessible at all times.
- For lunch we provide a hot meal. Vegetarian, vegan, non-dairy and other special dietary alternatives available.
- Before your child is admitted to this setting you will need to provide us with information about any special dietary requirements, preferences or food allergies that your child may have. This information should be completed on the registration form which we will discuss during your child settling in period. It is your responsibility to inform nursery of any changes to this information that may occur over time.
- As a provider of meals, we are aware of our responsibilities under food hygiene legislation.
- In the highly unlikely event of an outbreak of food poisoning affecting two or more children looked after on our premises, we will notify Ofsted as soon as possible, but definitely within 14 days of the incident. We will keep all food receipts for 4 weeks, so that if there is an outbreak of food poisoning on our premises, we will be able to trace the outlet where the food was purchased.

### **Managing children's behaviour**

- Providing quality childcare is all about creating a loving environment where children feel welcomed, respected and included. Being professional is also about being clear about expectations, giving lots of praise and encouragement, having a well-structured routine and setting fair, consistent boundaries. This is the ideal environment in which children thrive and develop responsibility.
- Evergreen Forest Nursery general policy regarding discipline is consistency. We give positive reinforcement whenever possible. However, we will respond to unacceptable behaviour in an appropriate way according to the child's age and level of understanding. When problems arise, we try to distract or redirect the child or children involved and talk things through. However, if inappropriate behaviour persists then we operate a time out policy. Under no circumstances will we smack, shake or humiliate a child, threaten or administer physical punishment of any kind even if this is something you would normally do at home. Where physical intervention is taken for the purposes of averting immediate danger of personal injury to any person (including the child) or to manage the child's behaviour if absolutely necessary, this will be recorded as an 'incident'. It is also our policy to challenge bullying and any other form of peer-on-peer abuse. If we see bullying, it will be recorded as an 'incident'.
- We keep an incident book for recording incidents relating to discipline. We also use this sheet to record serious incidents like racist incidents. At the end of the day you will need to sign our incidents book to say that you were made aware of the incident.

### **Keeping children safe (Safety of premises, environment and equipment)**

- Keeping children safe while they are in Evergreen Forest Nursery is our top priority. This is a smoke, alcohol and drugs free environment.
- We have animals at Evergreen Forest Nursery. It is important that children learn to handle pets correctly, to learn to treat them gently and to handle them with respect. The children enjoy looking after animals and helping to feed them. We ensure that animals are kept up to date with regular vaccinations and that in all matters of pet health concerns that a highest standard of hygiene is followed at all times so that the children are not put at risk.
- We regularly hold fire drills and practice evacuating the site all together and waiting by the front gate. The smoke detectors at Evergreen Forest Nursery buildings are tested weekly by the owners. They have a fire blanket and extinguisher in the kitchen and corridor.

### **Accidents**

- All staff must have a valid first aid certificate and can administer basic first aid if required. We take great care to avoid accidents and ensure that the activities your child participates in are safe, however it is inevitable that small children will suffer the odd bump or bruise. Whenever an accident occurs, we record this in the accidents log and parents are required to sign it to say you

were made aware of what happened. With any head injury or more serious accidents we will call you straight away to allow you to decide whether or not to seek medical advice.

- If your child arrives with an existing injury, then you will also need to fill out an incident form. For example, if your child bumped their head at the weekend then we need to be aware of this also. This is also extremely important in the case of cuts or bruising that we may not discover until later in the day during nappy changes etc. and which could be a safeguarding issue. It is our job to take my safeguarding responsibilities very seriously.
- In the extremely unlikely event of a serious accident, illness, injury or death of any child while in our care, we will notify Ofsted about the incident and of the action taken.

### **Outings and Transport**

We will safely supervise children when we go on outings or trips. Before trips staff member assess the risks or hazards which may arise for the children and identify the steps we will take to remove, minimise and manage those risks. You will need to sign to say you are happy for your child to be taken on outings, and for any special trips we take you will need to sign a special permission form. In the extremely unlikely event of a child going missing while in our care we will tell the police and search the area. Then, we will contact the parents and Ofsted. We will teach the children about all safety issues beforehand.

### **Mobile Phones, Cameras and Visitors**

Staff normally carry settings mobile phone with them whenever they are out with children. We will take photographs of your child in order to complete their learning journey folders which is for you and could be inspected by Ofsted. It's also nice for you to see what we've been doing! We have transferred the photos into a password protected computer, then we delete the digital photos from either camera or setting phones. We display the photos at nursery, in your child's learning journey folder, on Class Dojo, on our website and on social media . We will need you to sign to say that you are happy for us to photograph your child and to store photographs of your child on our computer for these purposes.

### **Safeguarding, Welfare and Child Protection Issues**

Our policy for child protection and welfare is in line with EYFS Safeguarding and promoting children's welfare' practices, social services and government guidelines. The most up to date version of this document for Lancashire is at: <http://proceduresonline.com/berks/> and I check it regularly for updates.

Evergreen Forest Nursery staff have taken a child protection training course to enable them to identify, understand and respond to signs of possible abuse and neglect in all matters, including Female Genital Mutilation (FGM). We have regard to the Government's statutory guidance Working Together to Safeguard Children, what to do if you are worried a child is being abused and Inspecting safeguarding in early

years, education and skills settings. We also have regard for our responsibilities under The Prevent Duty to help protect the children we look after from being drawn into extremism and terrorism.

As a childcare provider it is our responsibility to report any child protection concerns, we might have to Ofsted and social services, following the Local Safeguarding Children Board procedures. Child protection concerns that could identify a particular child are kept confidential and only shared with people who need to know this information. It is not our responsibility to attempt to investigate the situation ourselves.

We will inform Ofsted of any allegations of serious harm or abuse by any person working or looking after children at the premises (whether the allegations relate to harm or abuse committed on the premises or elsewhere). We must also notify Ofsted of the action taken in respect of the allegations.

### **Promoting equal opportunities**

We are very fortunate to live in such a multicultural area. Children of different racial origins, cultures and languages will find a respectful environment in our care. With all of the children in Evergreen Forest Nursery we are promote a positive attitude towards differences of race, culture, language and gender and challenge bullying or discrimination whenever we see it. We regularly evaluate our practice.

### **Children with Special Educational Needs and Disabilities**

Children with special educational needs and disabilities are welcome. They will be included, valued and supported, and we will do our best to adapt the activities we do to the abilities of the child.

### **Confidentiality and Privacy**

- We are legally obliged to collect certain information about you and your child to comply with the requirements of the EYFS and to maintain accounts and records. Other information that we collect is not a legal requirement but will help us to do best job. We will need to process information such as: personal details, family details, life style and social circumstances, financial details, GP contact details, inoculation details, allergy details and digital photographs. We also process sensitive classes of information that may include racial or ethnic origin, religious or other beliefs, and physical or mental health details. We have a legal requirement to collect and process some of this personal information about you and your child. We need you to sign to say that you are happy for us to collect and process the non-statutory information we need to best look after your child.
- All information on children and families is kept securely and treated in confidence. We are registered with the Information Commissioner's Office (ICO) and we aware of our responsibilities under General Data Protection Regulations (GDPR). In general, the confidential information we have on file will only be shared if you give permission or there appears to be a child protection issue. We will only share information about your child with you or your child's

other carers, other professionals working with your child, or with the police, social services, local or central government including Ofsted. All details will be kept confidential and records are kept secure. You have a right to access any of the information that we hold on you or your child at any time.

- If your child attends nursery or another setting while in our care, or arrives from nursery, school or another setting, then we will need to be able to share appropriate information between each other. This two-way flow of information will help your child to make the transition between carers. It will also keep you informed about anything you need to know that you weren't there to hear yourself. You will need to sign to say you are happy for us to share information about your child in this way.
- When your child leaves our setting, we will only store information on you or your child for as long as is necessary. We may hold onto some photographs for our setting quality example use in albums or displayed in the Evergreen Forest Nursery. Your child's learning journey will be sent home with you on your last day.
- If you have any complaints with the way you feel we have handled any of your personal data, please speak to us in the first instance so that we can resolve the complaint. You have the right to complain to the Information Commissioners Officer (ICO) if you feel we have not resolved the complaint to your satisfaction.

### **Complaints**

If there is any aspect of our service, you are not happy with please bring it to the manager's attention. An open and honest discussion would be best, however if you prefer, you can put the complaint formally in writing or by email to Monika Brown. Depending on the nature of the complaint, we will investigate it our self or it will be passed on to Ofsted to investigate. Complaints will be treated sensitively. You will be notified of the outcome and receive a copy of any written records regarding the complaint within 28 days.

We will keep a written record of all complaints, recording the following:

- Name of person making the complaint.
- Nature of the complaint.
- Date and time of the complaint.
- Action taken in response to the complaint.

The outcome of the complaint investigation (for example, ways the service has improved). All details of the information and findings that were given to the person making the complaint (which should have been provided to them within 28 days), including any action taken. Then a summary of the complaint to provide on request to any parent of a child for whom we act and Ofsted. Records will be kept for 10 years. If the complaint cannot be resolved or if the complaint is of a serious nature and you feel you cannot discuss it with us you should contact **Ofsted on 0300 123 4666**. For



complaints about data protection you can contact the Information Commissioner's Officer

One final word is that we believe you have made the right choice in choosing Evergreen Forest Nursery for your child. We continue to provide an outstanding experience for the children in our care in the beautiful setting of the forest. With highly skilled staff and the perfect location your child will offer the best experience ever. With a variety of activities each day, our animal experience and our nutritious home-made food, your child will receive first class care, attention and a little bit of magic along the way.

Welcome to Evergreen Forest Nursery.