Increasing outcomes
Increasing life-chances

Nursery Admissions Policy



Signed: **on behalf of Inclusive Schools Trust**

Date: 17.03.2026

ALL DIFFERENT, ALL EQUAL, ALL LEARNING

NIGHTINGALE INFANT AND NURSERY SCHOOL

Nursery Admissions Policy

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Statement of intent

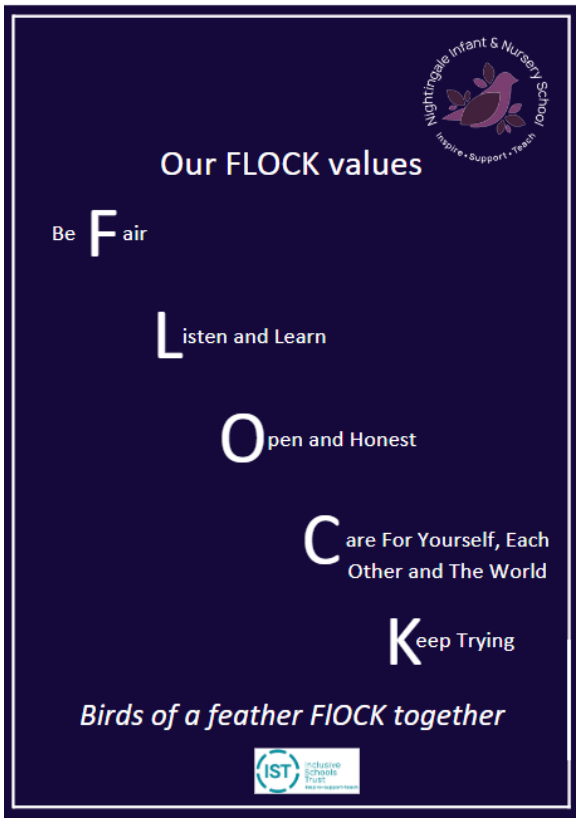
Nightingale Infant and Nursery School aims to provide a nursery experience for children that is affordable, high-quality and geared towards a smooth transition into Reception class.

Our nursery team consists of a full-time teacher who is supported by a team of experienced nursery practitioners. Our nursery is involved in the day-to-day life of the school with opportunities for the children to visit the school library, special events and spend time with the Reception class as they prepare to transition into the main school.

We will work in partnership with parents, carers, childcare providers, the local authority, and other organisations to improve provision and outcomes for children in their setting. Where required we will seek parent / carer consent to collect, share and use your information in accordance with the Data Protection Act and General Data Protection Regulations.

Our setting has made a Flourish Pledge, which means we are working together with the local authority to make Flourish the shared ambition of everyone working to improve the lives of children and young people in Norfolk.

This also means that our school values and vision are embedded within the nursery. These are our FLOCK values as seen below:



The board of Trustees of Inclusive Schools Trust is the admission authority and responsible for setting the nursery's Nursery Admissions Policy. This policy is written to ensure fairness and equality for all those intending to begin their education at the nursery.

Our nursery runs during term time only. Term dates (operational weeks) will be sent to all parents at the beginning of each academic year or when the child is due to start with us.

1. Legal framework

This policy has due regard to all relevant legislation and statutory guidance including, but not limited to, the following:

- Childcare Act 2006
- Childcare Act 2016
- Data Protection Act 2018
- The UK General Data Protection Regulation (UK GDPR)
- DfE 'School Admissions Code'
- DfE 'School Admission Appeals Code'
- DfE 'Early education and childcare'
- DfE 'Early years entitlements: local authority funding of providers operational guide 2022 to 2023'

This policy operates in conjunction with the following school policies:

- Norfolk County Council Admissions Policy
- GDPR Data Protection Whole School Policy

2. Application process

Parents choosing to send their child to our nursery will need to register their interest with the School Office either via telephone 01603 867976, or email officenightingale@istnorfolk.co.uk. Your child will be put on our waiting list, and we will then contact you when a place becomes available, or when your child reaches the appropriate age.

As part of the registration process parents, guardians or carers will be required to provide documentation to evidence their child's date of birth to confirm that they have reached the eligible age for the entitlement. A copy will not be retained but may be requested again at a later date.

Early education is offered within the national parameters –

- No daily session to be longer than 10 hours
- No minimum session length (subject to the requirements of registration on the Ofsted Early Years Register)
- Not before 6.00am or after 8.00pm
- A maximum of two sites in a single day

The nursery and the main school have separate admissions arrangements, therefore, a child having a place at our nursery does not automatically mean they will be admitted into our school. Each place will need to be applied for following the correct admission procedure.

The Admissions Policy is available to all families as part of the registration process and is available on the school website www.nightingaleinfant.co.uk or upon request.

Nightingale Infant and Nursery School follows the Norfolk County Council admissions process so all requests for school places (Reception to year 2) need to go through admissions. The details of their policy can be found in the booklet: A Parent's Guide to Primary, Infant and First Schools in Norfolk,

which is published annually and is available online. Further information about admissions can be obtained from the Local Authority Admissions department:

http://www.norfolk.gov.uk/childrens_services/Schools/School_admissions/index.htm

Admissions Room 7
County Hall
Martineau Lane
Norwich
NR1 2DH
Telephone: 0344 800 8020
Fax: 01603 223722

Email: admissions@norfolk.gov.uk

Decisions about places will be made:

· By May 31st for the September intake
· By November 30th for the January intake
· By Feb 28th for the April intake

Any changes required to your booked sessions need to be made by the end of the term for the following term. After this time an admin fee will be charged.

Any changes made mid-term will take effect from the start of the next calendar month and incur an admin fee.

We ask families to register an initial interest by completing an application form (Appendix 1). We will then place the child on our waiting list. **Registration of interest does not guarantee a place within the nursery.** Notification of places will normally be by email. With this notification, we will also provide an application and information pack. To support us in managing a more accurate waiting list, you must indicate whether you would like to remain on the list after your requested starting date.

If the nursery is full at the start of the Autumn term, there will be no intake for the Spring and Summer terms. Places will be allocated, from the waiting list, if space becomes available.

Admission of nursery places are allocated as follows:

1. Children with an EHCP naming the nursery
2. Children who are in public care or have been adopted from public care
3. Children who are living in the catchment area served by Nightingale Infant and Nursery School and who have a sibling attending Nightingale Infant and Nursery School
4. Children who are living in the catchment area served by Nightingale Infant and Nursery School and who have a sibling attending Taverham Junior School
5. Children who are living in the catchment area
6. Children who are living outside the catchment area served by Nightingale Infant and Nursery School and who have a sibling attending Nightingale Infant and Nursery School
7. Children who are living outside the catchment area served by Nightingale Infant and Nursery School and who have a sibling attending Taverham Junior School.
8. Children who are living outside the catchment area

NB *Due to limiting budgetary restrictions, priority will always be given to parents making FULL use of*

the 15 hours available. We would ask that, children attend at least 3 sessions with us as a minimum.

3. Equal Opportunities

The nursery will implement an effective policy than ensure equality of opportunities for all, provides a welcoming and caring environment that promotes and reflects cultural and social diversity, and is equally accessible to all.

Admissions to the nursery will be open, fair, inclusive and non-discriminatory.

Please also see our Pupils, Equality, Equity, Diversity and Inclusion Policy on the Trust website: Policies – IS Trust

4. Free childcare arrangements

The LA is required to secure free places offering 570 hours childcare a year, over no fewer than 38 weeks of the year, and up to 52 weeks of the year, for every eligible child in the LA from the relevant dates outlined below.

Children are eligible for free childcare from the relevant dates outlined below up until the beginning of the term following their fifth birthday.

With regards to the age criteria, children will be eligible as follows:

- Born between 1 January – 31 March: eligible from the start of term beginning on, or following, 1 April after the child's third birthday
- Born between 1 April – 31 August: eligible from the start of term beginning on, or following, 1 September after the child's third birthday
- Born between 1 September – 31 December: eligible from the start of term beginning on, or following, 1 January after the child's third birthday

The nursery can accommodate a maximum of 52 nursery children.

The nursery offers 30 hours free childcare as an extension to the universal 15 hours free childcare. Eligibility for 30 hours free childcare must be applied for via the Government Gateway at https://www.gov.uk/apply-30-hours-free-childcare.

For children who take up their place later in the year or have moved to the LA part-way through the year, the LA will secure a prorated number of free hours. The total number of hours will be adjusted to reflect the portion of the year remaining.

The LA will ensure that any three- or four-year-olds moving to England from another country can access their free place on the same basis as other children.

Early Education is offered to families 38 weeks of the year.
The nursery is open Monday to Friday, from 8.45am to 3.15pm.

How funded hours can be used:

- Children eligible for the 30 hours free childcare are entitled to use their 30 hours between the hours of 8.40am and 3.10pm, Monday to Friday.
- All other children, eligible for the 15 hours universal free childcare, are entitled to use their 15 hours between the hours of 8:40am and 3:10pm, Monday to Friday.

- Funding is available to be used in continuous blocks, should you choose to use it this way.
- Any additional hours used (over and above the 15 or 30 free funded hours) will be charged for, as per the fees table in section 9.

Please Note: Government funding is intended to cover the cost to deliver 15 or 30 hours a week of free, high quality, flexible childcare only. It is not intended to cover the cost of meals, consumables, additional hours, or additional services.

Working in partnership

To ensure a smooth transition for the child, we will work closely with families to discuss and agree how a child's overall care will work in practice where entitlement is split across different providers, and where possible when families transfer their funding claim to a new setting.

We will work with parents to ensure that as far as possible the hours/sessions that can be taken as funded provision are convenient for parent's working hours.

We aim to identify all children that may attract any additional funding such as EYPP, AF, SEND Inclusion Fund and any locally available funding streams with a view to submit a claim/application to support and improve their outcomes. This will be in partnership with families and consent will be sought prior to submitting a claim/application.

5. Eligibility for 30 hours free childcare

Parents of children aged three and four must meet one of the following criteria in order to be eligible for 30 hours free childcare:

- Each parent earns, or is expected to earn, a weekly minimum equivalent to 16 hours at National Minimum Wage or National Living Wage (unless in a 'start up' period – i.e. newly self-employed – in which case they do not need to meet the income criteria for 12 months)
- The parent is seeking the free childcare to enable them to work
- One or both parents are on maternity, paternity, shared parental or adoption leave, or are on statutory sick leave
- One parent meets the income criteria and the other is unable to work because they are disabled, have caring responsibilities or have been assessed as having limited capability to work
- If a non-European Economic Area national, the parent has recourse to public funds

Parents should check their own eligibility for the scheme using the government's Best Start in Life - Best Start in Life website. If parents are eligible, they will be directed to the digital childcare service to apply.

Parents can only start claiming their 30 hours free childcare the term following the date they receive a decision from HMRC. For this reason, parents are urged to apply as soon as possible. If eligible, parents must provide the nursery with their unique code to confirm they are eligible for the scheme, together with their National Insurance number and child's date of birth. As the free childcare cannot be claimed until the code has been verified, parents should provide the nursery with this information as soon as possible in order to avoid delay. Parents will be prompted every three months by HMRC to reconfirm that they remain eligible for free childcare.

The LA will audit the eligibility codes at six points during the year to identify any parents who have fallen out of free childcare eligibility. The LA will notify the nursery as soon as possible where parents have fallen out of their eligibility.

If parents cease to meet eligibility criteria, they will receive a 'grace period' – i.e. they will continue to receive the 30 hours free childcare for a short period of time. If a parent falls into their grace period before their child has started a 30-hour place, they should not take up their 30-hour place. The grace period will not continue once a child has reached compulsory school age. Consideration to extend the grace period will be taken in exceptional circumstances, e.g. if a parent has been forced to leave their home and paid employment.

A parent who becomes ineligible during the first half of a funding block will have their free childcare funded until the end of that funding block (i.e. 31 March, 31 August, 31 December) or for as long as their child remains under the compulsory school age, whichever is shorter. A parent who becomes ineligible in the latter half of the funding block (i.e. up to the last day of the funding block) will be funded until the end of the following funding block or for as long as their child remains under the compulsory school age, whichever is shorter. If a parent becomes ineligible for the 30 hours free childcare, they will still be entitled to 15 hours of free care for their child.

6. Eligibility for two-year-olds

Your 2-year-old can get free childcare if you live in England and get any of the following benefits:

- Income Support
- income-based Jobseeker's Allowance (JSA)
- income-related Employment and Support Allowance (ESA)
- Universal Credit, and your household income is £15,400 a year or less after tax, not including benefit payments
- the guaranteed element of Pension Credit
- Child Tax Credit, Working Tax Credit (or both), and your household income is £16,190 a year or less before tax
- the Working Tax Credit 4-week run on (the payment you get when you stop qualifying for Working Tax Credit)

2-year-olds can also get free childcare if they:

- are looked after by a local authority
- have an education, health and care (EHC) plan
- get Disability Living Allowance
- have left care under an adoption order, special guardianship order or a child arrangements order

Families accepting a 2-year-old funded place will be able to claim the entitlement until their child(ren) is/are eligible for either the 3- and 4-year-old funding universal entitlement or working parent entitlement.

A child can start nursery form the age of 2, normal fees will apply until any funding entitlement starts.

If you're a non- UK citizen who cannot claim benefits

If your immigration status says you have 'no recourse to public funds', you may still get free childcare for your 2-year-old. You must live in England and your household income must be no more than:

- £26,500 for families outside of London with one child
- £34,500 for families within London with one child
- £30,600 for families outside of London with two or more children
- £38,600 for families within London with two or more children

You cannot have more than £16,000 in savings or investments.

7. Extension of 30 hours to children in foster care

Children in foster care are also eligible for the additional hours, provided that the meet all of the following criteria:

1. Accessing the extended hours is consistent with the child's care plan, placing the child at the centre of the process and decision-making;
2. That, in single parent foster families, the foster parent engages in paid work outside their role as a foster parent; and
3. In two parent foster families, both individual engage in paid work outside their role as a foster parent

In accordance with criteria 3, if one individual is not a foster parent, then they must be in qualifying paid work and earn a minimum of the equivalent to 16 hours at National Minimum Wage or National Living Wage to be eligible. There is no requirement on the type of work or number of hours that a foster parent must work in order to access the 30 hours, and there is no minimum earnings limit – although they must be engaging in paid work. Children in foster care will continue to be eligible for the universal 15 hours regardless of the working status of their foster parents. There is no requirement to access the full 30 hours if this is not necessary.

To apply for the additional hours, foster parents must apply directly to the LA – there is no requirement to apply via the childcare service. When initiating an application, foster parents are required to inform the child's social worker. A designated individual, as determined by the LA, will counter-sign the foster parent's application to confirm eligibility. They may be, for example:

- The child's social worker; or
- A supervising social worker; or
- An independent reviewing officer appointed by the LA to protect the child's interests throughout the care planning process.

In some cases, the LA may deem is appropriate for the application not to have a second signature – this will be agreed between the LA and foster parent before the application is made. The signed form (by the parent only) will be sent directly to the contact within the LA who is responsible for issuing codes.

The LA has the flexibility to develop a policy and procedure for establishing the eligibility of children in foster care. Any process developed will be proportionate, flexible and aligned with existing process as far as possible, with the focus being ensuring consistency with a child's specific care plan.

All foster parents will have access to the LA's locally agreed policies and procedures for determining eligibility. In particular, foster parents will be provided with the following:

- The role of the designated person
- Who the designated person is and how to contact them
- What evidence the foster parents should be expected to provide
- How the foster parent should pass the form to the LA
- How/if the evidence will be stored once the form is completed and approved
- The timeframe by which the designated person will respond to any application – this will be no later than four weeks from the receipt of the application

Where the LA determines that an application for the additional hours is not consistent with a child's care plan, they will not be eligible, regardless of whether parents satisfy the other criteria outlined at the start of this section.

Where an application is approved, details will be entered onto the eligibility checking system where a record will be created for the child. Once the code is generated, this will be sent to parents via email and the child's social worker will be informed that the code has been issued. Once foster parents have received the code, the process is the same as that outlined in the Eligibility for 30 hours free childcare section of this policy.

Foster parents will be required to re-confirm their eligibility every three months and will be prompted in advance of the deadline. The LA is free to determine the exact evidence required from foster parents to re-confirm eligibility, which will be made clear to parents during the initial application. At a minimum, the LA will be satisfied that:

- The placement is still ongoing;
- Accessing the additional hours is still consistent with the child's care plan; and
- The foster parents are still engaging in paid work outside their role as a foster parent.

If a foster parent is unhappy about the decision made by the LA, they should follow the LA's complaints process and contact the child's social worker.

8. Application timetable

A child is deemed to be of nursery-age from the beginning of the term following their third birthday, or second birthday, where eligible. Parents may register their interest in a place at the nursery at any time during the year following their child's third birthday, or second birthday, where eligible.

Places offered are available to the child from the date the place is offered, until 31 August following their fourth birthday.

The LA will consider securing additional free hours for parents who have applied or re-confirmed by the deadline, but receive their valid 30 hours eligibility code after the beginning of the term, up to the dates set out below:

- Application/re-confirmation by 31 August – code start date between 1 – 14 September
- Application/re-confirmation by 31 December – code start date between 1 – 14 January
- Application/re-confirmation by 31 March – code start date between 1 – 14 April

The LA is not required to secure additional free hours where the parent has applied after 31 August, 31 December or 31 March, or for any codes issued after the dates outlined above.

9. Fees

Unfunded hours are charged as follows:

2 Year Olds	
Full Day (6.5 hours)	£50.18
Am Only (3 hours)	£23.16
PM Only (3 hours)	£26.16
Lunchtime supervision (0.5 hours)	£3.86

3 & 4 Year Olds	
Full Day (6.5 hours)	£37.50
Am Only (3 hours)	£17.34
PM Only (3 hours)	£17.34
Lunchtime supervision (0.5 hours)	£2.89

An itemised invoice will be provided monthly. It will show funded hours and any additional hours being paid for outside of funding.

Lunches will be invoiced separately each month, showing the days lunches were taken within school.

The 2 year old rate will be charged until the start of the month after the child turns 3, at this time the 3 year old rate will apply.

Payment including Lunch Provision

We can provide a meal for your child through our school kitchen. The menu is provided by Norse and we charge £2.70 per meal. Lunches will be invoiced to you at the start of the month and cannot be covered by childcare vouchers or funded hours. However, families can supply a school packed lunch from home if they wish. Snacks are not provided by the nursery. Families should provide snacks from home, if required. Free lunches funded by the Government are for Reception – Year 2 aged Children, nursery age is excluded.

How to Pay for 15+ Hours

Any additional sessions must be paid for in advance. This allows us to secure the correct staffing ratios. An invoice will be issued at the start of each term giving parents time to make the required payment for their child to able to attend. Payment can currently be made by BACS or Childcare Vouchers. Please contact the nursery directly if you require additional hours at short notice and we will try to accommodate this.

School lunches cannot be paid for using childcare vouchers.

Government funding is intended to cover the cost to deliver 15 or 30 hours a week of free, high quality, flexible childcare only. It is not intended to cover the cost of meals, consumables, additional hours, or additional services.

If you are unable to pay these charges, please speak to the school office to discuss the alternative options available. The alternative options include:

- Reducing nursery hours
- Applying for Early Years Pupil Premium to cover the cost of meals
- Personalised payment plans

The funded entitlements will be delivered consistently so that all children accessing any of them will receive the same quality and access to provision, regardless of whether families opt to pay for optional hours, services, meals or consumables.

All families will be issued an invoice at the beginning of each month. The payment term is 30 days. The invoice will be itemised to provide clear and transparent information concerning the charges as agreed in the childcare contract. It will allow parents/carers to see that the entitlement is received completely free of charge and understand additional fees that have been applied.

10. Additional costs

The nursery is able to charge additional costs as part of a free entitlement place – this includes, but is not limited to, the following:

- Meals – charged at £2.70
- School trips - Charges for additional services such as trips will be agreed in advance with families.

Where charges are made in line with the above, parents are expected to pay for these; however, payments are voluntary. Where parents are not willing to provide costs for the above, they will be permitted to provide their own supplies to the nursery. The nursery may also consider waiving or reducing the costs of meals or snacks, particularly for disadvantaged parents.

Other charges:

- Deposit – There is no deposit charged currently
- Retainer Fee – There is no retainer fee currently
- Registration Fee – There is no registration fee
- Admin Fee – a £15 admin fee will be charged if booked sessions are changed during the term. No fee will apply if changes are made by the end of the term for the following term.
- Late Payments – Invoices are to be paid within 28 days of the date of the invoice. Late payments will incur a £25 late payment fee. An additional £25 will be charged for each month the invoice payment is late. If payments are not settled within the agreed time, children may lose their space in the nursery
- Late Collection – late arrival or collection will incur a £5 fee for every 15 minutes. (medical appointments should be advised in advance and will not be charged for late arrival)

All fees will be charged unless specific arrangements have been agreed and whilst a childcare contract remains in place. Families wishing to terminate their childcare contract must provide 4 weeks' notice in writing to the school office. Any funding entitlement claimed beyond the notice period is transferrable to your new childcare provider via the local authority where the funding criteria is met. Where a child leaves the setting before the end of the agreed notice period, we will seek authorisation from the local authority to claim any funding applicable to your entitlement up to the

end of the notice period, together with any additional fees which formed part of your childcare arrangement.

Our fees are reviewed annually in April. Families will be given at least 4 weeks' notice in writing to inform them of any change and given the opportunity to discuss their options with the school. Where a time lapse has occurred between the point of enquiry and their child's start date, families should check that the information shared about funding and fees remains current so that any applicable charges can be checked / finalised before the childcare arrangement is formalised.

11. SEND

Our nursery is committed to providing a welcoming, stimulating and immersive environment to support the needs and develop the learning of the children and families who use our nursery. Every child and family in our nursery is valued and diversity is celebrated. We provide a broad and balanced curriculum which allows each child to achieve, develop and grow.

We offer an inclusive curriculum to ensure the best possible progress for all of our children whatever their needs. This incorporates all children with SEND as well as those from Ethnic groups and Looked-After Children.

We follow the requirements of the EYFS (early years foundation stage) 2018 and provide an inclusive environment for children and their families. We comply with the requirements of the Equalities Act 2010 and the Special Educational Needs Code of Practice 2015. We advocate multi-agency working and plan to meet individual needs so that all children make progress.

Enquiries about an individual child's progress should be addressed at first to the key person. Other enquiries can be addressed to the Senior Leadership Team or Louise Boyce, SENCO.

There are four broad categories of SEND:

- Communication and Interaction
- Cognition and Learning
- Social, Emotional and Mental Health
- Physical and Sensory

We work closely with parents and carers of children with SEND to ensure we take into account everyone's views, aspirations and hopes for their child.

Once a potential special education need is identified, four types of action should be taken to put effective support in place:

- Assess
- Plan
- Do
- Review

This will be known as graduated support.

Specialist Services and teachers with additional specialist qualifications may be called upon to provide intensive specific programmes to be followed by all adults coming into active learning situations with the child.

Please refer to the school SEND/Inclusion Policy concerning the SEND support on offer to children and how we support families to choose the right setting for their child with SEND. Annually, we publish our contribution to the 'SEN Local Offer' in Norfolk. This is available on the Norfolk Community Directory and the school website to ensure information is available to parents so they can make choices about the right childcare provision for their child with SEN.

We aim to identify all children that may attract any additional funding such as EYPP, DAF, SEND Inclusion Fund and any locally available funding streams with a view to submit a claim/application to support and improve their outcomes.

12. Oversubscription

Children who have an EHC plan that names the nursery are admitted before the oversubscription criteria is applied. Children with an EHC plan that does not name the nursery will be referred to the nursery's admissions manager to determine an appropriate place, in accordance with the LA's Fair Access Protocol.

The trust board may increase the priority of an application where evidence is provided at the time of application of an exceptional social, medical or pastoral need of the child, which can be appropriately met by the nursery.

The oversubscription criteria, set out in priority order, are as follows:

1. LAC or children who were previously looked after but have subsequently been adopted or become subject to a residence or special guardianship order
2. Children with a social or medical need who have been referred by a social worker, health professional, educational psychologist, outreach worker, or education welfare officer
3. Children who will have a sibling attending the nursery or the main school at the time of admission
4. Children of staff who have:
    a. Been employed at the nursery or school for two or more years at time the application for admission is made
    b. Been recruited to fill a vacant post for which there is a skill shortage
5. Children living within the catchment area for the nursery
6. All other children

The board of trustees may also give priority in their oversubscription criteria to children eligible for the early years pupil premium, the pupil premium, or the service premium. The nursery must be named in the admission arrangements, and its selection will be transparent and made on reasonable grounds.

Where there is a tiebreak scenario within the criteria, priority will be given firstly top a child who lives closest to the nursery based on a straight-line measurement, then by date of birth, with the older child given priority.

13. Withdrawing offers

Once a written offer has been made, there are limited circumstances in which an offer can be withdrawn – these are as follows:

- Offers made in error
- Offers made on the basis of fraudulent applications

- Offers made on the basis of intentionally misleading applications
- Parents not responding to an offer within four weeks
- A child is in receipt of more than their entitlement of nursery education
- A family registering their child at two maintained settings

14. Delayed started and withdrawn places

Following receipt of an agreed start date, the start date can only be delayed once, and only be delayed for one month, before the child's reserved place will be open to others and the child's name added back onto the waiting list.

If parents decide to withdraw their child from the nursery after being offered a place, they must give the nursery at least four weeks' notice. Parents may be charged for this period, or it may come out of their nursery entitlement.

Notice of a delayed start or withdrawal must be in writing.

15. Non-attendance

All absence must be reported. Parents must inform the nursery as soon as possible if their child is unable to attend for the whole or part of a day when they are due to attend. Charges will still be applicable to children who are absent due to sickness or holidays. This is due to having to cover costs related to staffing, premises etc.

Parents must give a minimum of four weeks' notice if they wish to reduce the level of provision their child receives. This requirement applies both before and after provision begins.

Absence of 2 weeks or more will result in the child being removed from the register and losing their space within nursery.

16. Refusal of admission

A child is only refused admission if one of the following criteria are met:

- The nursery has reached its admissions limit
- The child is not of the appropriate age

As nursery education is not compulsory, parents do not have a statutory right to appeal against the admission authority's refusal to award a place to their child.

Parents may appeal to the SEND tribunal against the provision named by the authority in the EHC plan.

17. Data Protection

The nursery will act in compliance with the Data Protection Policy when processing personal data.

When processing and publishing information, the nursery will ensure it meets its responsibilities under the Data Protection Act 2018 and UK GDPR. Where personal information is processed, the nursery will ensure it is kept up-to-date and the LA will ensure that the rights of data subjects are reserved at all times.

18. Complaints Procedure

We aim for all nursery users to be happy with the service we provide. However, where parents and carers are not satisfied that their child is receiving the free entitlement in the correct way (as set out in this funding agreement and Early Education and Childcare Statutory guidance for Local Authorities), a complaint can be submitted in line with the Complaints Procedure which can be accessed on the Trust website: www.inclusiveschoolstrust.co.uk.

If you would like a paper copy of the Complaints Procedure/Policy, please contact the school office on 01603 867976.

19. Monitoring and review

This policy is reviewed annually by the Partnership Head and the Board of Trustees and is available on the school website. Hard copies can be obtained via the school office.