



The
**Sunshine
Centre**

SUPPORTING & ENCOURAGING COMMUNITIES



**Information Book For
Mums, Dads and Carers
2025-2026**

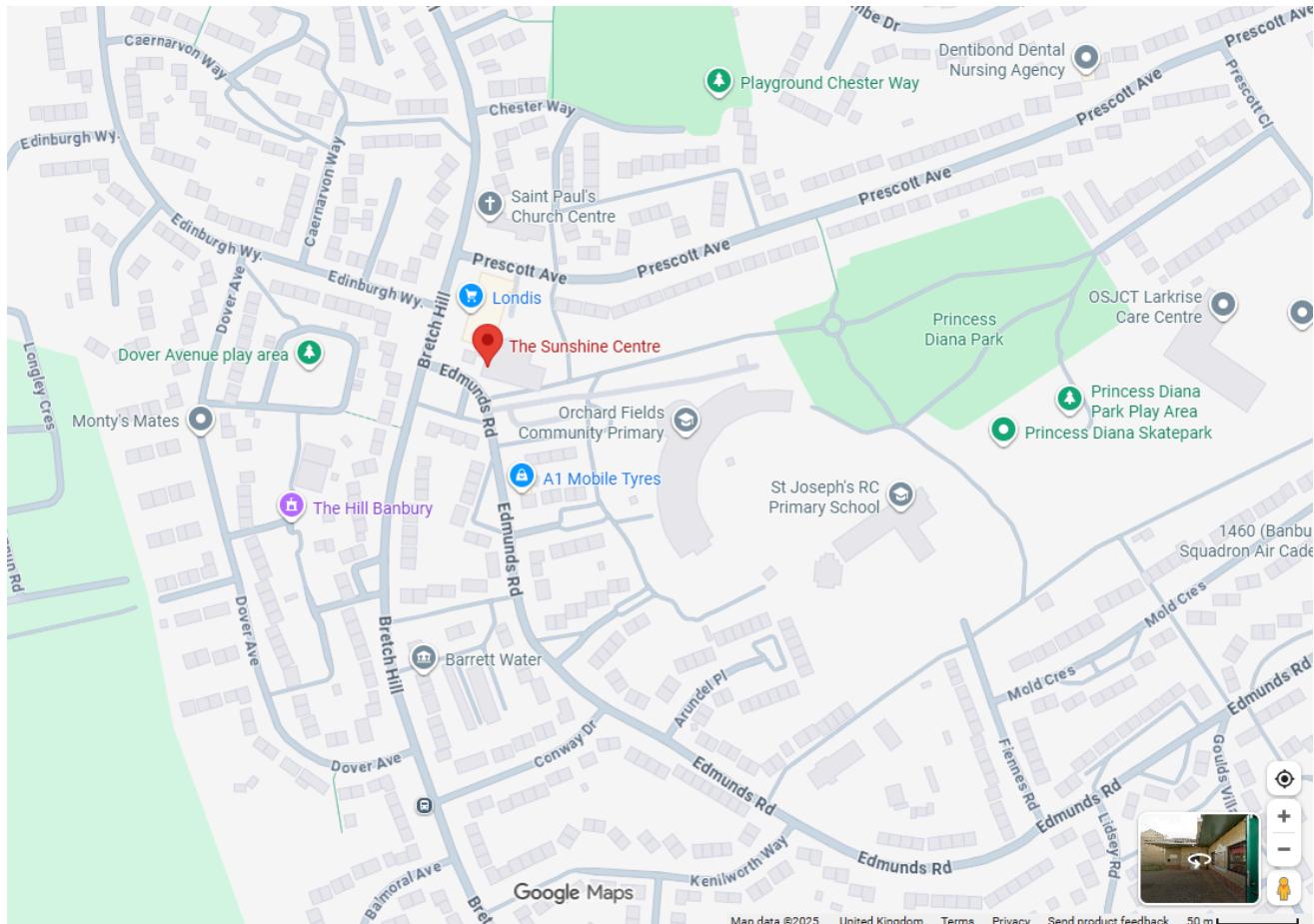
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Contact Details

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community@sunshinecentre.org



www.sunshinecentre.org



<https://www.facebook.com/SunshinecentreBanbury>



<https://www.instagram.com/sunshinecentrebanbury>

For details on our full range of services available within The Sunshine Centre, please ask at Reception; view our website or 'like' our Facebook page for further updates.



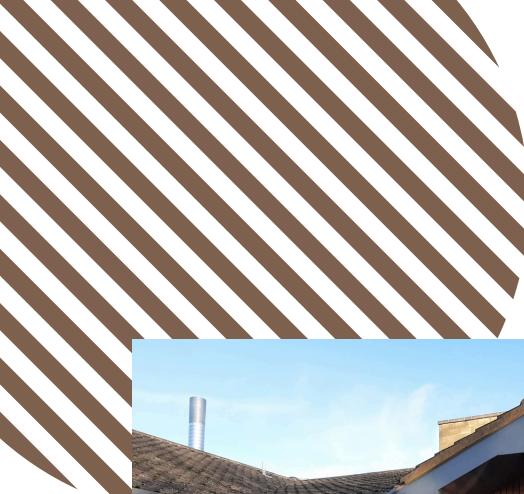
The Sunshine Centre

What Are We?

The Sunshine Centre is a Community Hub and Nursery. We offer a wide range of things here at The Sunshine Centre, such as:

- “ A community larder
- “ Community Food Services (come and see us in confidence if you are struggling. We may be able to help)
- “ Parenting classes
- “ Domestic abuse pathways
- “ Bingo
- “ Baby and toddler music classes
- “ Stay and Play
- “ Citizens Advice
- “ Oxford Parent Infant Project
- “ Midwife referred Antenatal and Post Natal groups
- “ Community Outreach family support
- “ Midwife service
- “ Drop In Health visitors services
- “ Mini market
- “ Day trips
- “ School Holiday Family Activities
- “ Community coffee mornings
- “ NHS health services
- “ Self esteem classes





The Sunshine Centre is situated in the heart of the Bretch Hill estate, serving a diverse community. Here at The Sunshine Centre, we aim to provide the best in early childhood education for children aged 9 months to 4 years across our three nursery rooms. We offer a safe, stimulating and caring environment where children are nurtured by our hard working and experienced staff, who work to ensure each child develops as an individual, whilst helping to nurture and encourage them through discovery and play. As Peter Dixon states, "Sometimes people forget that play is learning and learning is play."

Welcome to The Sunshine Centre

The Sunshine Centre Childcare is open all year round, 8am to 6pm with the exception of bank holidays, the days in-between Christmas and New Year and a maximum of 5 in service training days. We will give you at least one months notice for these days. If we do not answer all of your questions in this pack please do not hesitate to speak to a member of the team. You will find all our contact details at the back of this handbook.



Our Nursery Management Team



Tracy Rogers
Early Years Manager



Emma Andrews
Deputy Early Years
Manager and SENCo

Our Nursery Practitioners

Room Leaders

Megan Kerrigan



Room 1

Ashley Harvey



Room 2

Lizzy G-A



Room 3

Room 1

Gemma Cox



Chloe Perrie



Vicky McNab



Room 2

Leah Newman



Sacha Flippence



Gracie Smith



Ellen Roberts



Hannah Webb



Room 3

Gemma Hayden



Alice English



Alysha Jarvis



Gracie Smith





Our Nursery

Rooms

A
B
C

Our nursery has three rooms each with a dedicated Room Leader. Each room has direct access to a dedicated outdoor space and all of our rooms have been recently redecorated.

We take children all year round from 9 months to 4 years.

Room 1: Age 9 months to 2 years with a maximum number of 9 children

Room 2: Age 2 years to 3 years with a maximum number of 28 children

Room 3: Age 3 years to 4 years with a maximum number of 30 children



Funding



Types of Funding

The early years entitlements are:

- 30 hours entitlement for eligible working parents of children from 9 months to 4 years old
- 15 hours entitlement for disadvantaged 2-year-olds
- Universal 15 hours entitlement for all 3 and 4-year-olds
- Additional 15 hours entitlement for eligible working parents of 3 and 4-year-olds.

The entitlement hours are up to 30 hours of childcare a week over 38 weeks of the year (equivalent to a maximum of 1140 hours a year)

Eligible working parents of children aged 9 months and above will be able to access 30 hours (over 38 weeks a year) from the term following their child turning 9 months to when they start school.

Many Working parents are entitled to the childcare working tax credits.

For more information please visit
<https://www.childcarechoices.gov.uk/>

At The Sunshine Centre we offer all year round provision from 8.00am - 6.00pm

We appreciate that at times you may need additional hours to those on your contract. Whilst we cannot guarantee to meet your need we will endeavour to try.



Session Times and Fees (From September 2025)

SESSION	COST
8:00am - 1:00pm (5 hours)	£175.00 per week £35.00 per day
1:00pm - 4:00pm (3 hours)	£105.00 per week £21.00 per day
8:00am - 4:00pm (8 hours)	£280.00 per week £56.00 per day
9:00am - 3:00pm (6 hours)	£210 per week £42 per day
Extended Hour 3:00pm - 4:00pm (1 hour)	£35.00 per week £7.00 per day
Extended Hour 4:00pm - 5:00pm (1 hour)	£35.00 per week £7.00 per day
Extended Hour 5:00pm - 6:00pm (1 hour)	£35.00 per week £7.00 per day

Extra Hours -

£8.50 per hour – by prior arrangement, and only when available.

Late Collection -

£21.00 per each 15 minutes or part of to cover staff working additional hours to provide continued care for your child.

Deposit and Administration Fee

You will be required to pay a four week deposit for your fee paid hours and an administration fee of £37.00 when booking your place.

An administration fee of £8.00 will be charged each time a change is made to your contract.

Fees will increase annually from April 1st



Our Commitment to you

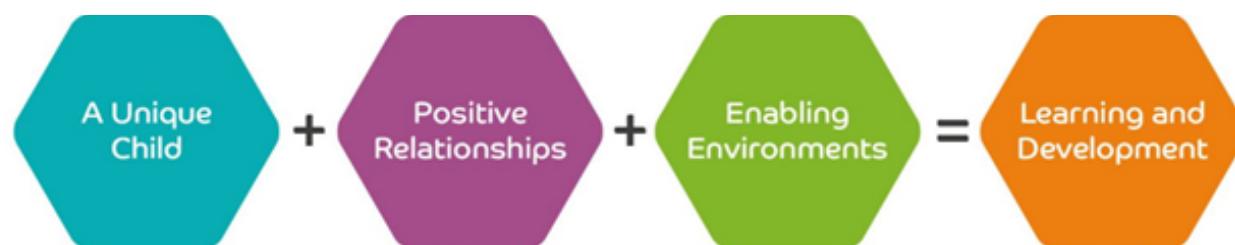
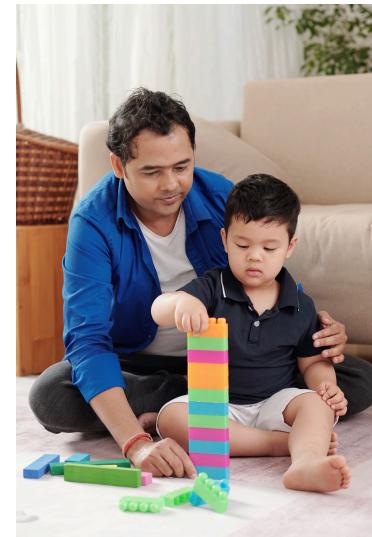


- We are committed to providing a healthy, secure, caring, warm, vibrant and happy, child centred environment for all children entrusted to our care.
- We are committed to provide the highest standard of professionalism.
- We are committed to recognising the needs and individual expression of all our children and to plan and provide activities accordingly.
- We encourage children to initiate their own activities and make their own choices thus developing their independence.
- We will introduce children to different festivals, cultural religions, social heritage and special occasions which reflect and value our cultural diverse society.
- We are committed to work in partnership with Mums, Dads and Caregivers.
- We are committed to be inclusive in all of our practice.
- Using the EYFS (Early Years Foundation Stage) children benefit from a rich and varied environment, with high quality care supporting their learning and development through meaningful play.
- Through play children learn new skills, develop new interests, encounter new experiences and build on previous knowledge.

The Early Years Foundation Stage (EYFS) for Mums, Dads and Caregivers

What is The EYFS

The EYFS refers to the Early Years Foundation Stage (EYFS). The statutory framework for the EYFS sets the standards for the learning, development and care of children from birth to 5 years. The guidance within the EYFS framework ensures that early years leaders and practitioners can effectively support and nurture the learning and development of the children in their setting, from birth to five years of age.



Every child is a **unique child**, who is constantly learning and who can be resilient, capable, confident and self-assured.

EYFS Statutory Framework

Children learn to be strong and independent through **positive relationships**.

EYFS Statutory Framework

Children learn and develop well in **enabling environments** with teaching and support from adults, who respond to their individual interests and needs and help them to build their learning over time.

(Recognise the) importance of **learning and development**. Children develop and learn at different rates.

EYFS Statutory Framework

What can Mums, Dads, Carers do as their child's first teacher?

Be generous with praise and cuddles

Read together. That can be stories, rhymes or even information books

Play games and sing together

Notice numbers—counting the stairs going up and down, the buttons on a cardigan or jacket for example

Go out for a walk and name all the things you see together. Fresh air and exercise is good for brain development and relaxation.

For more information please visit:

<https://www.nhs.uk/start-for-life/early-learning-development/>

Early Years

The Early Years Curriculum

How my child will be learning?



The EYFS Framework explains how and what your child will be learning to support their healthy development. Your child will be learning skills, acquiring new knowledge and demonstrating their understanding through 7 areas of learning and development. Children should mostly develop the 3 prime areas first. These are:

- Communication and language
- Physical development
- Personal, social and emotional development

These prime areas are those most essential for your child's healthy development and future learning. As children grow, the prime areas will help them to develop skills in 4 specific areas. These are:

- Literacy
- Mathematics
- Understanding the world
- Expressive arts and design



These 7 areas are used to plan your child's learning and activities. The practitioners teaching and supporting your child will make sure that the activities are suited to your child's unique needs. This is a little bit like a curriculum in primary and secondary schools, but it's suitable for very young children, and it's designed to be really flexible so that staff can follow your child's unique needs and interests. Children in the EYFS learn by playing and exploring, being active, and through creative and critical thinking which takes place both indoors and outside.



A
B
C

A Brilliant Bookwork

Who shows a growing interest in books and illustrations, uses new vocabulary to talk about the stories they have heard and engages in extended conversations about these stories



A Tremendous Tool User

Who can use a range of tools (scissors, cutlery, paintbrushes, tweezers) safely and with increasing confidence. Showing preference for my dominate hand and developing a comfortable grip with a pencil



A Fabulous Friend

Who can be kind, caring and helpful, show empathy and understanding towards others feelings and to play cooperatively with their peers



A Caring Citizen

Who understands their own family history and has an awareness of other people's cultures and beliefs

A Dynamic Designer

Who can choose and safely use the resources to represent an idea or emotion, showing increasing control, complexity and detail



By the time your children leave The Sunshine Centre we want the to be...



An Enthusiastic Explorer

Who can show curiosity and ask questions about the world around them, can help to look after their community and care for the environment and world around them



A Wow Writer

Who can give meaning to all the marks they make and form some recognisable letters to represent meaning

An Aspiring Athlete

Who can show balance and coordination when playing and using equipment, to move confidently and safely in a variety of different ways taking part in group games or tasks



A Master of Maths

Who is developing a deep understanding of numbers to 5; recognising mathematical patterns, subitising, comparing quantities and representing number in different ways and use key mathematical vocabulary



Incredibly Independent

Who can wash and dry their own hands and use the toilet. Who understand there are boundaries to follow. Can sit in a group and participate in snack or mealtimes. See themselves as part of a group and enjoy sharing experiences with others such as playing a game together



A Confident Communicator

Who can listen carefully and follow instructions, start a conversation with peers and adults continuing to take turns and use language to express themselves, sharing ideas and experiences

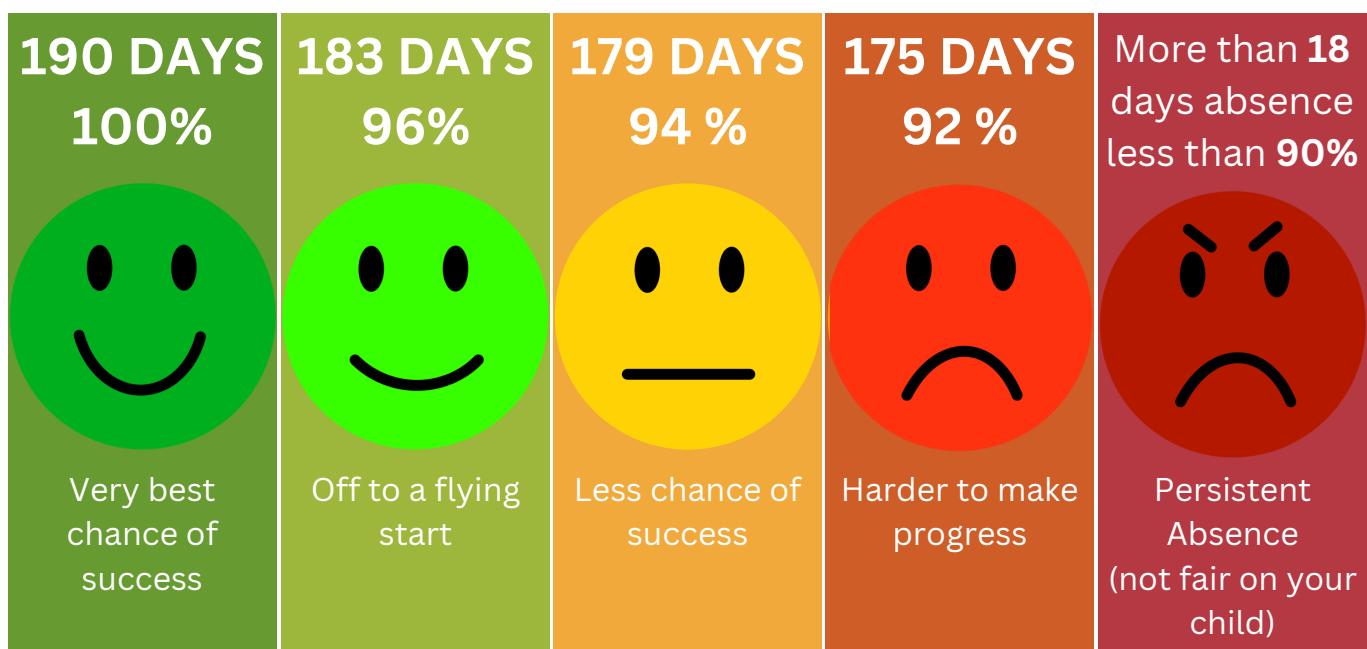
Key Information - Attendance

The Sunshine Centre is open all year round and is only closed on Inset Days, Bank Holidays and the days between Christmas and New Year. If we need to close for any reason we will try to give you as much notice as possible, although this may not always be possible.



Once your child has completed their settling in period, it is important that they attend all sessions they are booked for. We know that there is not a statutory duty for them to attend but there is a duty for us to monitor attendance. We ask the following:

- Let us know as soon as possible if they are not going to attend and the reason why. If we have not heard from you we will contact you as a duty of care and will if necessary contact other people on your contact list.
- Let us know if you are going on holiday by completing a leave of absence form.
- Ensure you read our Attendance Policy so that you are familiar with our procedures.
- Let us know any planned absence by telling a member of staff. You may have some wonderful opportunities that are taking place on a day they are due in.



Joining The Sunshine Centre

You are your child's first educator and we appreciate that for many of you this will be the first time you have left your child in an Early Years setting. You will have lots of questions, lots of worries and a bit of apprehension. Please be assured that we want to have the best possible relationship with you regardless of whether you are mum, dad or carer. Communication is key to ensuring you feel happy, confident and reassured that your child will be receiving the best care. We want to make sure we get it right for you and appreciates that what works well for one family, may not necessarily work for another.



Settling In



Once you have secured your place we will make arrangements with you to ensure that your child's transition to our setting is as smooth as it can be. You will have the opportunity to meet The Early Years Manager, Deputy Manager, Room Leader and your child's Key Person. The Key Person is the person that will be your point of contact, they will deal with your child's intimate care and other care needs, they will write reports for you and put things in your child's online journal (Tapestry) Each key person has a buddy. This means if they are not in the room for any reason then their buddy will take over responsibility for your child.

During your settling in periods you will have plenty of opportunity to discuss all things that are your child. The things they love, the things they dislike, their favourite types of activity. These sessions are an ideal time for us to get to know as much about your child as possible and for you to ask as many questions as you need to. You will find out about pick up and drop off times, expectations around attendance and absence, what you need to do if your child has had an accident at home and so many other things. We will share key policies with you so you are clear about our daily working practices.



Oxfordshire Term Dates 2025/2026

Oxfordshire 2025/26 Academic Calendar

Sep-25						
Mon	1	8	15	22	29	
Tue	2	9	16	23	30	
Wed	3	10	17	24		
Thu	4	11	18	25		
Fri	5	12	19	26		
Sat	6	13	20	27		
Sun	7	14	21	28		

Jan-26						
Mon	5	12	19	26		
Tue	6	13	20	27		
Wed	7	14	21	28		
Thu	1	8	15	22	29	
Fri	2	9	16	23	30	
Sat	3	10	17	24	31	
Sun	4	11	18	25		

Feb-26						
Mon	2	9	16	23	30	
Tue	3	10	17	24		
Wed	4	11	18	25		
Thu	5	12	19	26		
Fri	6	13	20	27		
Sat	7	14	21	28		
Sun	1	8	15	22	29	

Mar-26						
Mon	2	9	16	23	30	
Tue	3	10	17	24		
Wed	4	11	18	25		
Thu	5	12	19	26		
Fri	6	13	20	27		
Sat	7	14	21	28		
Sun	1	8	15	22	29	

Apr-26						
Mon	6	13	20	27		
Tue	7	14	21	28		
Wed	1	8	15	22	29	
Thu	2	9	16	23		
Fri	3	10	17	24		
Sat	4	11	18	25		
Sun	5	12	19	26		

May-26						
Mon	11	18	25			
Tue	12	19	26			
Wed	13	20	27			
Thu	14	21	28			
Fri	15	22	29			
Sat	16	23	30			
Sun	17	24	31			

Pupil days shown include four to be selected by schools as additional INSET days
Teacher working days include five INSET days

Autumn Term : 14 Days
Spring Term : 55 Days
Summer Term : 65 Days

INSET DAY - Childcare is closed

Monday 1st September
Monday 3rd November
Monday 13th April
Monday 1st June

■ Pupil Days
■ School holidays
■ Bank holidays

Proposed inset day - 4 more inset days can be set by the schools

Key Information - Arrivals and Departures

Arrivals

During your settling in you will have been shown where to drop off and collect your child and where to go if the gates are locked. It is really important when you are dropping off that you relay any important information in regards to your child. It could be that they have had a restless night, a pet has died, they have had an accident or someone different is picking up.

In the event that your child has had an accident outside of nursery you will need to complete an existing injury form alongside staff. You will be required to sign the form before leaving your child with us. We appreciate that you may be in a hurry but this is to ensure we safeguard your child, yourself and ourselves.

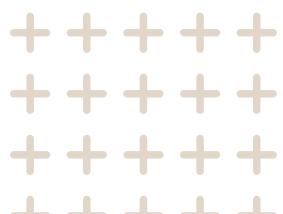
Departures

In the event someone other than those listed on your contact form is collecting on your behalf you must supply them and us with a 'One Time Password'. This is to ensure your child is collected by the right person. If someone comes to collect and you have not given them and us a password we will not be able to release your child and will need to contact you before we can.

On collection of your child if they have had an accident you will need to sign an accident form and will be given a copy to take home.

If you are going to be late collecting your child you must let the centre know as soon as possible. In the event your child has not been collected we will follow centre procedures. Please make sure you read The Late or Non Collection Policy to ensure you know the centre's procedures.

Late pick ups may result in an additional fee to cover staff time.



Key Information - Dates For The Year

School Readiness

If your child was born between 1st September 2021 and 31st August 2022, you can now submit your application for primary school for the academic year 2026/2027.

You are encouraged to list 4 schools.

The deadline for school applications is 15th January 2026

More information can be found on;
<https://www.oxfordshire.gov.uk/schools/apply-school-place/reception-applications>

Progress Meetings

Please look out for messages from your child's key person. You will be offered a settling in meeting approximate 6-8 weeks after starting, a two year check progress update and an annual progress meeting .

Wow Events

Throughout the year the children will go out for walks, visit the theatre, have visitors in and go on trips. We will notify you of these events once we have finalised dates for them.

Community Events

Twice a year there is a community events newsletter. It will have a list of all of the events happening throughout the community.

There are many other sessions that run weekly such as Sensory Baby, Stay and Play and Tune Tots, as well as access to Citizens Advice.

On the last Thursday of every month we host an over 50s bingo. Once a month we hold a mini market. This is always very well attended and many bargains to be had.

There are many trips and fun days across the year during the holidays. Please look out for information on our Website, on Community News and our Facebook page or just pop into reception to see what is on offer.

Key Information - Communication



One of the communication tools we use is an online application called Tapestry. It allows us to capture a photo, video clip or voice recording as well as written notes using a tablet or computer. These observations are then uploaded to a secure web based learning journey to which you as mums, dads, carers have access to. You are also able to add to the journal and this gives the practitioners working with your child a rounded picture which aids planning for your child's individual needs. Each week Room Leaders send out a memo of key things the children have been learning that week and how you can support at home. These memos are clearly linked to our Curriculum Goals.



You will get updates via email. This includes a newsletter, that we send out termly, it maybe email communication between yourself and the nursery team.



We may contact you by phone especially in an emergency such as an injury, sudden illness, collection of a child.



We send out a termly information newsletter. This will give you lots of key dates and lets you know what has been happening and things that are planned.



Practitioners will do face to face handovers each day. They will give you key information and talk about what your child has been doing. It is also an opportunity for you to tell them about anything that has happened that you feel they need to know. Additionally you will be offered 3 face to face parent consultations a year.



We hold mum, dad, carers sessions where you will be able to come in and play alongside your child. It is also an opportunity for you to ask questions about what we do and hopefully give you a greater insight into your child's day at nursery.



We really value your feedback and so we have coffee sessions where you can come and talk to us informally.



We also send out annually 2 stars and a wish to you. We use the information gathered to help formulate our action plan and make improvements for our setting.

Routines

Drop of and Pick Ups

Handovers take place at room doors. If you need to discuss anything with staff, they will be available.

Eg accidents at home, accidents here, medicines.



Snacks

We offer the children fruit snacks mid morning and mid afternoon.

Babies will be given their own milk



Lunchtime

We have dedicated lunchtime staff where the children are supported by lunchtime staff and room practitioners. We heat up any food that is required. If your child has specific dietary needs or eating habits, please talk to us.



Observations of your child's learning will go onto Tapestry our online learning journal.

You will also be able to add to this to help formulate a whole child picture.

Welcome and Goodbye

We sing a welcome song to welcome the children in and sing a variety of songs when they are going home.

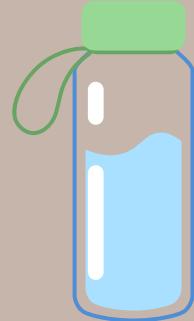
Brushing our Teeth

We encourage the children to brush their teeth after lunch. All children are given their own toothbrush and issued with tooth paste.



Water Bottles

All children are supplied with a named water bottle and have access to fresh water throughout the day.

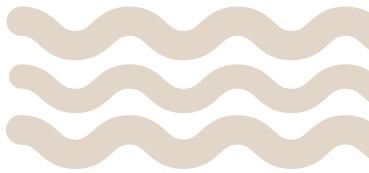


Activities

Practitioners plan a range of activities for your child. These are both indoor and outdoor activities. These activities are often personalised for your child.



Safeguarding



Whilst your child is in our care we want you to feel confident that they are safe and cared for. At The Sunshine Centre we have a wealth of policies in place to enable us to look after your child. These policies can be found in full on our website or are obtainable by sending in a request.

Safeguarding Policy



The Sunshine Centre takes seriously its responsibility to safeguard all children in our care. We ensure that our staff are trained to the highest level and that safeguarding remains a high priority within this setting. Trustees ensure that The Sunshine Centre takes due regard of its responsibilities and duties under section 11 of The Children's Act 1989 and Working Together to Safeguard Children 2018.



Our Safeguarding Team



Michelle Bennett
Safeguarding Manager



Tracy Rogers
Early Years Manager



Katie Wilson
Children and Families Worker and Coordinator



Emma Andrews
Deputy Early Years Manager and SENCo

Michelle Bennett is our Designated Safeguarding Lead (DSL) and she is supported by our three Deputy Designated Safeguarding Leads. If you need to speak to a DSL you can find out who is on duty via the board in the main reception.

All individual work with children, young people and families will remain confidential with only the relevant parties having access to information.

Frequently Asked Questions about Illness

Q: Do I need to tell you when my child is ill?

A: If your child is unwell and not attending nursery you need to let us know and the reason for their absence. If you do not we will contact you.



Q: My child has been sick / had diarrhoea or both. Can they still come to nursery?

A: Unfortunately the Health Protection Agency (HPA) states they may not return until 48hrs after the last episode of sick or diarrhoea.



Q: Can my child still come to nursery if they have chicken pox?

A: Your child may return once all the chicken pox have scabbed over. This is approximately 5 days. Please do not bring your child back until all sores are scabbed over.

Q: I have heard that some children have hand, foot and mouth. Why are they in nursery?

A: The HPA does not require children to be excluded. We would not inform parents unless we had a significant number of children affected. This would be 50% or more.

Q: Can children come to nursery if they have head lice?

A: Children will not be excluded. If we see live lice on a child we would quietly speak to mum, dad, carer and ask them to treat their child. In exceptional cases of severe infestation we would require a child to be treated before returning to nursery.



Q: Will you administer prescribed medicine to my child?

A: We will administer prescribed medicine. If it is antibiotics, the 1st 24 hours must be administered at home. **We will not administer Calpol.**

Q: My child has a specific medical condition. How will it be managed?

A: You will meet with an Early Years Manager and a specific plan will be put in place. Where necessary, staff will undergo specialist training. Eg. EpiPen.



You can see a complete list of managing infectious diseases in settings at:
<https://www.gov.uk/government/publications/health-protection-in-schools-and-other-childcare-facilities/children-and-young-people-settings-tools-and-resources>

Behaviour Policy Summary for Parents



All children and adults attending The Sunshine Centre have the right to be treated with respect and to be in an environment which is calm and safe.

We recognise the importance of positive and effective behaviour management in promoting children's welfare, learning and enjoyment.

Our behaviour Policy aims to meet the individual needs of the child. The Sunshine Centre aims are:

- To encourage children to have positive attitudes towards learning and themselves.
- To encourage children to be considerate of others.
- To encourage children to manage their own behaviour and solve problems.
- To encourage children to respond to boundaries.
- To provide a safe and caring environment that supports and protects all children's rights to grow and learn.
- To work in partnership with mums/dads/carers in managing their child's behaviour at home and at the Centre.
- To recognise the needs of individual children and the complex factors influencing behaviour.

Practitioners will: Provide a positive role model for the children regarding friendliness, care, understanding and courtesy in the way they respond to the children, each other and mums/dads/carers.



Demonstrate and model positive behaviour, especially when playing alongside children.

Dealing with Challenging Behaviour

The Sunshine Centre will always first look to promote positive behaviour through encouragement and when confronted by challenging behaviour will take into consideration individual influencing factors for the child such as trauma, developmental stage and tiredness.

In the event of physical aggression, such as hitting, spitting and biting, the priority is to keep the child and others safe. All incidents are recorded in line with Centre policy. We will only use positive handling techniques to prevent personal injury to the child or others. In this event practitioners will inform both the Early Years Manager and the mums/dads/carers. Any such incidents are collated and reported under the regular Safeguarding Review.

Partnership Working

Strategies required for any behaviour management at home and in the centre will be discussed regularly with parents/carers. The Specific Requirement Co-Ordinator (SRCO) will join these discussions when needed and further external support may be sought with the consent of mum/dad/carers. In the very rare circumstances where The Sunshine Centre cannot meet the needs of the child, support will be given to find alternative care with the help of the local authority. A full copy of the Behaviour Policy is available from The Sunshine Centre on request.



General Data Protection Regulation (GDPR)

On May 25 2018 an EU law called the General Data Protection Regulation (GDPR) came into effect.

It replaced the Data Protection Act 1998 and it gives individuals greater control over their own personal data.

The GDPR principles

All data collected 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 unrelated or incompatible other purposes
3. adequate, relevant and limited to what is necessary in relation to the purposes for which data is processed
4. accurate and up to date
5. kept in a form that permits identification of data subjects for no longer than is necessary for the purpose for which the data was collected
6. processed in a way that ensures appropriate security of the personal data including protection against unauthorised processing, accidental loss, destruction or damage using appropriate technical and organisational measures.

Sensitive information

Special category data – including information relating to safeguarding concerns – needs greater protection than other types of data.

The most relevant conditions for recording and keeping sensitive safeguarding and welfare information include:

1. getting explicit consent
2. needing the data to carry out your obligations under employment, social security or social protection law, or a collective agreement
3. needing the data for reasons of substantial public interest according to UK laws, taking into account proportionality and safeguarding.

Safeguarding

Where there are concerns about a child being at risk due to possible neglect or abuse, we would follow our Safeguarding procedures, which advise that it is best practice in most circumstances to seek consent before making a child protection referral.

If consent is withheld and the concern remains that a child may be at risk of significant harm, the referral should still be made.

Practitioners should follow safeguarding procedures at all times and this remains unchanged by GDPR. 26

General Data Protection Regulation (GDPR) - Continued

Processing safeguarding data lawfully

The GDPR defines the different kinds of lawful basis needed to process data.

Where there is a safeguarding concern, it's unlikely the lawful basis of 'consent' would be appropriate.

For children's social work the '**public task**' basis is more likely to be appropriate. For early years settings, information could be processed under the '**legal obligation**' basis.

The Data Protection Act 2018 supplements GDPR and includes a new category of child abuse data, defined as physical injuries (non-accidental), physical and emotional neglect, ill treatment and sexual abuse.

The Act allows all organisations to process data for safeguarding purposes lawfully and without consent where necessary for the purposes of:
protecting an individual from neglect or physical and emotional harm; or
protecting the physical, mental or emotional wellbeing of an individual.

This covers situations where a child may be at risk of significant harm due to neglect or abuse and also applies to referrals made to the local authority for any child considered to be a 'child in need'.

A copy of our GDPR Policy is available on request.



Complaints

Here at The Sunshine Centre we like to think that if anyone has a concern or a worry that they would speak to someone at their earliest opportunity. Our aim is to sort things out as quickly as possible so that there is a resolve and a good working partnership is maintained.

However, we also know that there are times that you may want your complaint to be formally acknowledged.

Stage One - Informal Resolution We will acknowledge your complaint within 3 nursery days of receiving it. We will then respond to your complaint in full in no more than 15 nursery days.

Stage Two - Formal Resolution We will acknowledge your complaint within 5 nursery days of receiving it. We hope to have resolved your complaint within 15 nursery days from acknowledgement. You will need to put your complaint in writing and send it to:

Sharon Ellis, Hub Manager sharon@sunshinecentre.org

Stage Three - Formal Resolution You will need to have formally notified with 15 nursery days if you wish to proceed to stage 3. If you have not done this the case will be deemed closed.

If your case proceeds to stage 3 you will have acknowledgement within 5 nursery days and a date will be set for a panel meeting within 15 nursery days. You will be notified of any outcomes within 28 days of us receiving your complaint.

Please contact the office for a copy of our complaints policy if you need it. You also have the right to complain to OFSTED.

OFSTED
Piccadilly Gate, Store St, Manchester, M12WD
Phone: 0300 123 4666
Email enquiries@ofsted.gov.uk



