Famly Policy

**Related policies**

* Whistleblowing
* Social networking
* Safeguarding children and child protection
* Online safety.

**Famly Policy Policy statement**

At Petersfield Childcare Hub Ltd we promote children's safety and wellbeing through the use of an online system called Famly.

We will promote parental / carer engagement with their child’s day at Petersfield Childcare Hub Ltd through the facilities offered by this system.

We support our policies and procedures through the tools offered by this system. Some of these are: Security, Safeguarding and Child Protection, Parents as Partners, maintaining legal ratio, admissions and Risk assessment.

We support staff to operate the system through, coaching, training and 121 support.

We seek parental / carer permission for staff to access the system away from the setting subject to adherence to the conditions detailed in this policy.

What is Famly?

Famly is the electronic online system we use for registering children and families at nursery, booking children’s sessions, storing children’s information such as emergency phone numbers and contact details, monitoring attendance, securely signing children into and out of nursery and monitoring safe collection of children, logging staff hours and when they are in the nursery building, logging and storing accident and incidents, communicating with parents and staff about events, communicating with staff and parents about nursery news on the news feed, communicating privately with staff and parents in the message tool and providing parents with an up to date log of their child’s day at nursery.

The system operates by storing the information we and parent’s input. We enter our information electronically using iPads, laptops and iphones. They can sometimes include a photo, a video and text.

Parental engagement

Parents have full control and access to what information the nursery has on their child and on them.

Parents can contact nursery throughout the day and get up to date information on how their child is and pass on information to support their child.

We allow external access to the system to enable parents/ carers to add their input and view entries for their children online.

Staff Support

Through staff meetings, supervisions and training we support staff to develop their understanding, skills and confidence in utilising the system.

Parental / Carer Consent

As an online system it can be accessed, from both within the setting and remotely. This may involve staff using their own IT facilities at home.

Before accessing the system at home staff must –

Confirm they understand that the information stored is strictly confidential and cannot be viewed, shared, discussed, disclosed or in any other way knowingly or unknowingly shared with others. To do so would form part of our disciplinary procedure and potentially result in termination of employment.

Confirm they have appropriate Security Software to protect their equipment

Follow the Online Safety Policy

Only use IT equipment that belongs to them personally and never use a shared device

They must not download any material from the system to their own IT equipment.

Never leave the system open if they are not present at their IT Equipment

Managers will monitor access to the system

Managers will maintain appropriate insurance cover

Managers will complete and review a risk assessment to cover remote access to the system Where possible provide opportunities for staff to obtain additional access time within the setting

Regularly review our IT protocols / security procedures

As part of the Staff Supervision / Performance Management process, include a check to confirm Security Software arrangements on home IT Equipment.

Follow the settings Safeguarding Policies and Procedures relating to suitable staff, online Safety, Safeguarding, Staff Recruitment, Record Keeping, Data Protection

Any incidences of improper sharing of information would be dealt with and families notified.

Parents/carers /other family with access to Famly are reminded to not share any information, photographs, videos that pertain to the nursery as a whole or children other than their own without explicit consent of the Nursery Manager.

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| **This policy was adopted on** | **Signed on behalf of the nursery** | **Date for review** |
| *Feb 2024* | Vanessa Buckman Offen | *Feb 2025* |