Procedure for using Famly

Famly is a digital platform which we use to communicate, share information and guidance to our families through. The Famly App enables staff and parents to share information, send and receive messages, receive invoices for services. Key workers can also send relevant observations and photos to their key children's parents, to show the child's learning and development progress during their time at preschool. Parents can view their child's learning progress on Famly and in return send staff observations of their child's activities at home.

What happens next
Prior to your child starting preschool, a profile of your child will be created on the preschools Famly platform, this is a private service for our charity only, and your child's personal information cannot be viewed at any time by anyone other than the staff employed by our charity.
You will then receive an email request, with a link to set up access to your child's page. You will be required to download the Famly App before you can proceed and once set up, you are ready to go.

Communication
Famly is NOT the only method that we wish to use to communicate with our parents and carers, it is just one of the ways that we do.
Other routes to communication are;
* Emails
* Telephone
* Face to face
* Planned meetings and appointments
* Letters

Your child's learning journey
When children first arrive at preschool, all staff members focus on helping them to settle into the preschool environment and getting used to the staff, children and routines.
Once the children are settled each Key Worker has some time in the office once a week, to monitor their key children's learning journey, collate information, plan their children's next steps for their learning and development. During this time, they will be sharing some of this information with their key child's parents- by way of observations and/or photos, they will do this via the Famly App.

Frequency of communications
Please be aware that the most important work that the staff do at the preschool, is to engage effectively with all the children. Staff work tirelessly, working closely with the children, playing, teaching, listening, caring and supporting all the children through

out the day, to access quality interactions and activities, so that they can continue to make progress in their learning and development, during their time at the preschool.

Key workers get to spend very little time in the office on administrative duties.
So please do not expect messages, updates, photos and observations each time your child attends the preschool, as you will be disappointed.
If you want to find out more about your child's day, stop and chat to a staff member when you arrive to collect your child, or send a message and/or an email- someone will respond as soon as they can to your questions.

Alternatively, a quick phone call to the preschool can always put your mind at rest.
It's not that we don't want to communicate on a daily basis through Family to each of our parents, however, if we did, we would have less time to spend with your child.

Billing
Invoices for all our services are sent out monthly, when parents will receive through Famly, an invoice for any childcare that we provide to their child which is not covered by the Governments Early Education Funding. Our current fee rate is £4.30 per hour (as of Sept 26) and is set for children attending pre-school, holiday clubs and afterschool clubs.
We would prefer it if invoices were paid by the end of each month, however, as long as your child's fees are settled by the end of each term. If it is easier for you to pay termly this can be arranged.
Your child's place at the setting is secured as long as you are keeping up with your payments and fees are settled regularly.
Failure to pay your child's childcare fees will inevitably result in you being required to make alternative childcare arrangements.

Downloading your child's learning journal
At the point that your child leaves the setting, to transition into their next steps and continue their learning journey at another setting or Primary school. It is possible to download your child's learning journey, so that you can keep the information as a keepsake and memory of your child's time with us.
It is also possible to print off the document so that you can keep it as a hard copy.
If you wish to do this, please ensure that you have done so immediately after your child has left.
If you **right click** on the mouse as it hovers over the observation section on your child's journey, the drop-down box will give you the option to 'Save As' or 'Print' out the whole journey.

Deleting Data
Your child's profile will be deleted after 1 month of them leaving our setting, this will give you enough time to save any relevant information and pay any outstanding fees.
Once the data has been deleted then any information stored on your child's page will disappear and information cannot be recovered.

Confidential information

Please be aware that all staff members and Trustees connected to our charity have access to the Famly platform, which means this is not a secure platform for sending personal messages that contain confidential information.

If you wish to inform us about anything that is of a more sensitive nature, which you would perhaps not like to be over shared, please either speak to a staff member personally, telephone the preschool or send an email.

Famly is the appropriate space to share general information, either with your child's key worker or the general staff team. E.g.

* Report your child's absence
* Share your observations and family activities with your child's keyworker
* Ask general questions
* Book holiday clubs
* Request changes to your child's schedule
* Discuss billing issues or concerns
* Share general information about your child
* Notify us of any significant accidents or incidents at home, that we need to be aware of

Staff and Trustees access to Famly

All staff members have access to Famly, allowing them to communicate with parents and carers. This enables them to send messages and observations related to their key children, as well as check and respond to messages from parents and carers. Staff utilise preschool devices, such as computers or iPads, which have the Famly App installed.
It is important to note that staff do not download the Famly App onto their personal devices, such as phones or tablets, as it is not appropriate to access the app on private devices.

Please note:
We are all human, and while we strive to prevent mistakes, they may occasionally occur. We apologise in advance for any errors