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Play, Learn and Grow Together – Our Passion is Their Future

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## Digital Records & Parent Portal Policy

### Policy Statement

St Helen's Pre-School uses secure digital systems to record, store and share information relating to children and families. These systems support effective safeguarding, accurate record keeping, partnership with parents and high-quality teaching and learning.

We use Abacus for the secure management of children's personal details, funding information, attendance records and administrative documentation. We use Footsteps to maintain each child's individual Learning Journal, recording observations, assessments and developmental progress in line with the Early Years Foundation Stage (EYFS). We use Dayshare to record daily care information, including sleep, nappy changes, meals, feeding and general wellbeing updates. Parents access relevant information securely through the Parent Portal.

These systems are provided by Parenta, a specialist Early Years software provider. St Helen's Pre-School remains the Data Controller for all information stored within these systems. Parenta acts as our Data Processor and operates secure, encrypted systems designed to meet UK GDPR and Data Protection Act 2018 requirements. We ensure that children's information is handled lawfully, fairly and transparently at all times.

Parents are provided with this policy as part of the enrolment process (Appendix A) and confirm their agreement to its terms. Consent for the use of digital systems (Appendix B) and for photographs and videos to be included within their child's Learning Journal or care records is obtained at enrolment. Parents have the right to give or withhold consent for photographs and videos of their child to be uploaded to the system and may amend their consent preferences at any time in writing.

### Abacus – Administration and Core Records

Abacus is used to securely store children's registration details, emergency contacts, medical information, permissions, attendance records and funding documentation. This ensures that staff have accurate and up-to-date information to support children's safety, health and wellbeing.

The Administrator is responsible for maintaining and updating the digital systems, including ensuring that children's records, contact details and permissions are recorded accurately and kept up to date.

The Administrator also manages parent portal invitations and supports parents with accessing the system where required.

Access to Abacus is restricted to authorised staff members only. All staff with access to children's data are subject to safer recruitment procedures, including enhanced Disclosure and Barring Service checks. Records are reviewed regularly to ensure information remains accurate and current.

### **Footsteps – Learning Journals**

Footsteps is used to create and maintain each child's individual Learning Journal. Observations and assessments are recorded in line with the EYFS and reflect children's learning, development and next steps. Where parental consent has been granted, photographs and short video recordings may be uploaded to support documentation of children's experiences, achievements and developmental progress.

If a parent chooses not to consent to photographs or videos being uploaded, staff will record observations in written format only and will ensure that the child's learning and development continue to be documented appropriately and effectively.

The Learning Journal is an educational record and is used to inform professional discussion, assessment and partnership working with parents. It is not used as a substitute for safeguarding discussions or significant conversations, which will always take place in person or via arranged meetings where necessary.

All digital entries must remain professional, factual and respectful. The Administrator oversees the management of the digital systems and records, while the Deputy Managers maintains oversight to ensure that safeguarding standards and professional expectations are upheld.

### **Dayshare – Daily Care Records**

Dayshare is used to record daily care routines, for children under 2 years, including sleep times, nappy changes, feeding information and general wellbeing updates. This supports consistency between home and the setting and strengthens communication with parents regarding children's care needs.

Entries on Dayshare are completed in real time wherever possible to ensure accuracy and transparency. As with all digital records, content must remain professional, factual and appropriate.

### **Parent Portal Access**

Parents and carers are provided with access to the Parent Portal following completion of the enrolment process. Once the enrolment form has been completed, the Administrator sends an email invitation to parents. This email enables parents to create their own secure login details and password. Parents are responsible for setting up their secure login and maintaining the confidentiality of their credentials.

## Digital Records & Parent Portal Policy

Through the Parent Portal, parents are able to view their child's Learning Journal, including photographs and videos where consent has been granted, and access daily care updates where applicable. Parents may also review the personal information held for their child and request updates or amendments where necessary. Any requested changes to contact details, medical information or permissions will be processed by the setting to ensure records remain accurate and secure.

Parents are responsible for ensuring that their login details for the Parent Portal remain confidential and are not shared with others. All information accessed through the Portal is for personal use only. Photographs and videos taken and uploaded by St Helen's Pre-School remain the property of St Helen's Pre-School and must not be copied, downloaded, shared, or published on social media, websites, or any public platforms. This includes any photographs or videos that may contain images of other children. Any breach of this confidentiality will be treated seriously and may result in access to the system being withdrawn.

Where group photographs or videos are taken as part of children's learning experiences, other children may appear within the recording. Parents acknowledge this as part of the enrolment agreement. The setting retains ownership of all digital records created.

Parents may withdraw or amend their consent for photographs or video sharing at any time by providing written notification to the Manager or Administrator. Any changes to consent will take effect from the date the written notification is received, and the setting will update records promptly to reflect the change from that point onward.

Parents also have a responsibility to ensure that their child's personal information remains accurate and up to date and must inform the setting promptly of any changes to contact details, medical information or emergency contacts.

## Staff Responsibilities, Access and Confidentiality

All staff members are required to use digital systems professionally, ethically and in accordance with this policy. Access to Abacus, Footsteps and Dayshare is strictly controlled. Each authorised staff member is issued with their own individual login credentials. Shared logins are not permitted under any circumstances. Individual logins ensure accountability, audit tracking and secure monitoring of access.

Before being granted access to Footsteps or any digital system, staff are required to sign a Digital Systems Access Agreement (Appendix C) confirming that they understand and accept their responsibilities in relation to confidentiality, safeguarding, professional conduct, appropriate use and data protection. This agreement forms part of safer working practice and reinforces staff accountability when handling children's information.

The Manager is responsible for approving staff access to the digital systems and determining appropriate permission levels. The Administrator supports the operational management of the systems, ensuring that staff accounts are created and maintained where authorised.

Staff must maintain strict confidentiality at all times and must not share login details with any person, including colleagues. Systems must be logged out of when not in use, and devices must be kept secure and out of sight of unauthorised individuals.



## Digital Records & Parent Portal Policy

Staff must not download, print, store or transfer children's information, photographs or videos onto personal devices or external platforms.

Digital records may only be accessed for legitimate professional purposes directly relating to children in their care. If staff access systems remotely, they must ensure that confidentiality is maintained and that screens are not visible to unauthorised individuals.

Any suspected data breach, loss of device, compromise of login details or inappropriate access must be reported immediately to the Manager or Designated Safeguarding Lead. Prompt action will be taken in accordance with data protection and safeguarding procedures.

Failure to adhere to this policy, including misuse of login credentials or breach of confidentiality, may result in disciplinary action.

## Safeguarding and Data Protection

St Helen's Pre-School recognises that digital safeguarding is an integral part of protecting children. Accurate, secure and confidential record keeping supports safe practice, informed decision-making and strong partnership working.

We implement secure password protocols, controlled access levels and monitoring systems to ensure children's information remains protected. Data is retained only for as long as necessary in accordance with legal requirements and our data retention schedule.

We comply with UK GDPR, the Data Protection Act 2018 and the EYFS Safeguarding and Welfare Requirements. Digital systems and procedures are reviewed regularly to ensure ongoing compliance and security.

## Monitoring and Review

The Administrator is responsible for overseeing the day-to-day management of the digital systems and ensuring that records within Abacus, Footsteps and Dayshare are maintained accurately and securely.

The Manager works in partnership with the Administrator to ensure that the systems are used appropriately and that this policy is implemented and followed across the setting. The Manager retains overall oversight of safeguarding and data protection responsibilities and will ensure that any concerns, breaches or issues relating to digital records are addressed promptly.

This policy will be reviewed annually or sooner if legislation, safeguarding guidance or system processes change.

## Policy Review

This policy is reviewed annually to ensure it remains relevant and effective.

This policy has been adopted by St Helen's Pre-School

Signed on behalf of the setting by:

..... Chairperson

..... Manager

Date: March 2026

This policy runs in conjunction with the following policies:

- Safeguarding and Child Protection
- ICT
- Confidentiality
- Code of Conduct
- Whistle Blowing
- Complaints

## Relevant Guidance and Legislation

- <https://www.parenta.com/>
- <https://www.gov.uk/data-protection>

**Appendices** – Please note appendices are held at the Pre-School, please ask to view

- A. Information in Parent Pack
- B. Enrolment Form
- C. Digital Systems Access Agreement