



# **Policies & Procedures Manual**



## Index

Page

### **Illnesses, Accidents and Incidents**

1. Accident & Incident Policy
2. Asthma Policy
3. Biting Policy
4. Bullying Policy
5. Head Lice Policy
6. Medical Procedure Policy
7. Medicine Procedure Policy
8. Sick Child Policy

### **Safeguarding Children**

9. Alcohol and Drugs Policy
10. Language Policy
11. Loss/Change Policy
12. Managing Children's Behaviour
13. Other Adults in the setting Policy
14. Physical Intervention and Contact Policy
15. Safeguarding Children Policy

### **Outings**

16. Lost/Missing Child Policy
17. Sun Protection Policy
18. Transport and Outings Policy

### **The Setting**

19. Risk Assessment Policy
20. Risk Assessment Policy Cont'd
21. Continuity of Care Policy
22. Privacy Notice
23. Privacy Notice Cont'd
24. General Data Protection Regulation Policy
25. General Data Protection Regulation Policy Cont'd
26. General Data Protection Regulation Policy Cont'd
27. General Data Protection Regulation Policy Cont'd
28. Admissions Policy
29. Allegation of Abuse Policy
30. Complaints Procedure
31. Departure Policy
32. Dropping Off and Collection Policy
33. Inside Emergency Evacuation Procedure
34. Outside Emergency Evacuation Procedure
35. Equal Opportunity
36. Exclusion Policy
37. Emergency Procedure
38. Health & Safety Policy
39. Late Payment Policy



40. Personal Possessions Policy
41. Concerns Policy
42. Settling In Policy
43. Smoking Policy
44. Special Needs Policy
45. Terrorist Attack or National Emergency Policy
46. Visitors in the Setting Policy
47. Working in Partnership with Parents Policy
48. Food Supplied by Parents Policy
49. Premises Security Policy
50. Safe Recruitment Policy
51. Unexpected Closure of the Childminding Service Policy
52. Overnight Care Policy
53. Pet Policy
54. Dental Hygiene Policy
55. Health Eating Policy
56. Hygiene Policy
57. Nappy and Toilet Training Policy
58. Sleeping Child Policy
59. Care, Learning and Play Policy
60. Internet Safety Policy
61. Large Equipment Policy
62. Sandpit Policy
63. Water Play Policy
64. Skipping Rope Policy
65. Outside Activities Policy
66. Trampoline Policy
67. Video Game Policy
68. Television Policy
69. Paddling Pool Policy



## *Accident & Incident Policy*

The safety of your child is paramount and every measure will be taken to ensure they are protected from hurting themselves. However, accidents do happen and the following information details how the incident will be dealt with:

Your child will be comforted and reassured.

The extent of your child's injuries will be ascertained and if necessary medical assistance will be called for.

Necessary first aid procedures will be carried out on your child.

I will contact you to inform you of the accident and if necessary to ask you to collect your child from the setting or to meet me at the hospital.

After every accident, however minor I will:

Complete a report in the accident book.  
Ask you to sign the report and then provide you with a copy.

If the incident requires any medical treatment I will:

Under the Welfare Requirements I will Inform Ofsted about any significant events within 14 days – documentation via notification form on website

Inform my Insurance Company.

I will inform (Health & Safety Executive) of any serious reportable accidents or injuries / death of a child whilst in my care and act on advice given.

It is important that you keep me informed regarding your child's condition following an accident and if you have sought additional medical advice or care.

I am paediatric first aid trained by an approved trainer. (Consistent with the practice guidance for the EYFS)

I will have a first aid box which meets the children's needs.



## Asthma Policy

I am willing to care for a child who has asthma and will follow these procedures when caring for a child with asthma:

I will encourage and help children with asthma to participate fully in activities.

I will ensure children have immediate access to reliever inhalers.

I will ensure the environment is favourable to children with asthma.

I will ensure that I know what to do if a child has an asthma attack to protect the child's welfare in the event of an emergency.

I will Work with parents of children with asthma to ensure that their children are in a safe and caring environment.

I will ask parents to tell me about their child's asthma symptoms, how to recognise when their symptoms are getting worse and how to help them take their reliever medicine.

I will record this information on the child's personal record form.

I will allow children with asthma immediate access to their reliever medicine whenever they need it.

I would also request that I are also provided an inhaler to keep within the setting in case the child forgets to bring it back with them or loses it etc.

Please let me know if your child needs to be reminded to take their inhaler and if they need to do it privately (I appreciate that some children are shy about taking their medication in front of others).

I will always inform parents if their child has experienced asthma symptoms and had to use their reliever medicine.

If, after discussion between the parents/carers and the doctor or nurse, it is believed that a particular child is too young to carry their inhaler, I will keep it with me at all times.

I require parents to provide written information detailing:

What asthma medicines the child takes and when.

What triggers the child's asthma and what to do if the child's asthma gets worse.

Emergency contact details

I will ensure any spare medicines stored by me are labelled and have not passed their expiry date.



## *Biting Policy*

Biting can be an uncomfortable subject for parents of both the biter and the child who is bitten. I hope that this policy will explain how I deal with biting in the setting. Please do discuss any concerns you may have regarding this issue with me. If your child is known to bite I would prefer to know in advance.

Children bite for a variety of reasons. This may be because they are teething, frustrated, exploring using their mouth, asserting their independence and wanting to gain control, maybe of a toy or they could be stressed. It may also be because they want to gain attention.

I will work with you and your child to establish when and why they are biting. I will observe the child closely to see if certain conditions or situations trigger the behaviour and then work with them to try and avoid the incidents occurring. This may involve altering the child's routine, giving them more one to one attention, purchasing additional resources so sharing is not such a major issue.

I will ensure that if a child is bitten that they are comforted and given lots of attention. I will ensure that any first aid is applied correctly if required and the incident will be recorded and parents asked to sign.

If your child bites then I will remove them from the situation. I will explain to them, according to their age and understanding that biting is unacceptable behaviour. For younger child this may be by tone of voice and facial expressions rather than lots of words.

It may be necessary for me to exclude the child from an activity and use 'time out' until they are calm enough to return. I will also encourage the child to apologise to the child they have bitten and work with them to develop strategies to help them deal with the reasons.

Many children go through a stage of biting, please don't be alarmed it doesn't last forever!



## *Bullying Policy*

I will not permit any form of bullying in my setting which includes:

- Physical: pushing, kicking, hitting, biting etc.
- Verbal: Name-calling, sarcasm, rumour spreading and teasing.
- Emotional: Exclusion, ridicule, humiliation, tormenting.
- Racist: taunts, graffiti and gestures.

Being bullied can result in the victim having depression, low self-esteem, shyness, poor academic achievement, isolation and in extreme cases threatened or attempted suicide.

If a bully is left unchecked they will learn they can get away with violence and aggression. A bully has a higher chance of acquiring a criminal record and not being able to have good relationships when they become an adult.

If I have any concerns that a child in my care is being bullied at Wendy's Child Care Services or is bullying, I will discuss the matter with you immediately. I will work with you to support your child to resolve the problem.

If your child is being bullied:

I will reassure them that the bullying is not their fault.  
Tell them that I care about them.

I will give them lots of praise, encouragement and responsibilities to help them feel valued.

I will work with you to help the child to develop techniques to deal with the bully, i.e.: assertiveness, walking away etc.

If your child is the bully:

I will reassure your child that I care about them but it is their behaviour I don't like and I will work with them to help change this.

I will work with your child to find ways to make amends for their actions.

I will develop a reward structure for good behaviour.

I will discuss the matter with you, not in front of your child, to see if there are any problems that may have triggered the bullying.

If you have any concerns regarding your child please discuss them with me as soon as possible. It is much better to deal with these problems before they become major issues.



Illnesses, Accidents & Incidents

## *Head Lice Policy*

Head Lice can affect people from any socio-economic background and ethnicity and do not imply a lack of hygiene or cleanliness of the affected person.

In order to try and prevent other children becoming infected I have put together the following procedure. I hope that as Parents you too will work with me to prevent and treat the spread of head lice.

No Child will be excluded from my care because they have head lice and I ask that all children and parents are sensitive and understanding towards the child. It is not their fault they have head lice.

Request that all children with long hair wear their hair up to prevent the spread of Head Lice

Request that parents check their children's hair once a week with a special head lice comb to aid early detection.

Request that parents inform me immediately if they have discovered that their child has head lice.

I will provide information on the effective treatment and detection of Head Lice.

I will inform all parents using the setting if a child has head lice but I will not say who, to respect confidentiality.

I will assist in the prevention of Head Lice by ensuring the children's dressing up hats are regularly cleaned.



*Medical Procedures Policy*

I have received specific training to carry provide are for the following conditions:

- Allergies
- Asthma
- Bites & Stings
- Bone, Muscle & Joint Injuries
- Burns
- Choking
- Diabetes
- Ear Injuries
- Eye Injuries
- Head Injuries
- Nose Injuries
- Poisoning
- Seizures
- Wounds & Bleeding

I were required to obtain a level of competence in each of these procedures and regular checks will be carried out by specialist staff to ensure these levels are maintained.

My Insurance Policy covers me to carry out these procedures.

The welfare of your child is paramount, therefore, if I are unsure about the procedure, or concerned regarding the physical condition of your child whilst in my care I will contact the emergency services and/or the parents depending on the severity of the situation.

I will obtain written parental permission to seek necessary emergency medical advice.

I will document all procedures that I have carried out and ask that you to sign this record.

I will require that you keep me informed as to the current health of your child and if there are any changes to their condition, treatment or medication.



Illnesses, Accidents & Incidents

## Medicine Procedure Policy

I am happy to give your child non-prescribed medication, such as cough mixture, Calpol or Nurofen, etc, but only if you have signed a parental permission form for me to do so and there is a health reason to do so.

This permission form will be regularly reviewed to ensure that there are no changes, for example a child may no longer be able to take some medication or may need an additional form.

Even though you may have signed a form, I will still contact you by telephone to check that I can administer this medication. This is to protect your child, you and the setting. It is vital that you inform me of any medication you may have given your child before they arrive into my care. I need to know what medicine they have had, the dose and time given.

I will ensure that all medication given to me will be stored correctly and I will check that it is still within its expiry date. All medication will be stored in a locked cupboard or if located in the fridge I will ensure it has a child safety lid.

If your child has a self-held medication please obtain an additional one for me to be kept at the setting. Older children can easily forget to bring home an inhaler. What could be a simple puff of Ventolin then turns into a major incident and a trip to the hospital. If your child has acute allergies and carries/needs an EpiPen, please discuss the matter with me. I may need additional training to administer these forms of medication.

If your child needs to take medication prescribed by a doctor, please discuss this with me. I will need you to sign an additional permission form. In some cases a child on antibiotics may be asked not to attend for 2-3 days in case they react to the medication and to prevent the spread of an infection to others.

I will support children's long term medical needs by having information about there condition/medical needs.

I will receive technical/medical training from a qualified Health professional specific to the child if this is required to administer medication/provide support.

All medicine given to me to administer must be in its original bottle/container and not decanted. It must have the manufacturers guidelines on it and if a prescription medication the details from the Doctor/pharmacy including instructions for administration.

I will record and keep written records on all medication administered and request a parental signature at the end of each day.



Illnesses, Accidents & Incidents

## *Sick Child Policy*

I appreciate that as a working parent you need to be able to go to work, however if your child is unwell then they will be better cared for in their own home with their parents.

I am happy to care for children with minor coughs and colds but will not care for children who are very unwell, infectious or running a high temperature. I have to consider the welfare of the other children and staff within the setting.

If your child has had diarrhoea or sickness in the last 48 hours please do not bring them in, but call and let me know.

If your child becomes ill whilst in my care, I will make them as comfortable as possible, isolate them from the other children if necessary and reassure them. I will contact you immediately and continue to care for your child until you arrive.

If a child is suffering from a notifiable disease (as identified by Public Health Infectious Diseases Regulations 1988) I will inform Ofsted and the Health and Safety Executive. I will then act on any advice.



## *Alcohol and Drugs Policy*

I must not be under the influence of alcohol or any form of drugs (including some prescription medication).

If I am prescribed medication, other than routine antibiotics I will inform Ofsted who will make a decision as to whether I can continue to care for your child whilst taking the prescribed medication.

If you have been drinking, perhaps a work leaving do, Christmas party or whilst entertaining clients I would prefer if you arranged for another responsible adult to collect your child, especially if you plan to drive home.



## Language Policy

This policy is for children who have English as a second Language.

I have made a commitment to value the language and cultures of all children in the setting.

I will endeavour to promote a positive attitude towards bilingualism and provide opportunities for the development of the child's home language.

I understand that:

Young bilingual learners need time to observe, tune into the new language and try out things that are unfamiliar.

Children need to have books and stories that have some link with different cultures, clear illustrations, repeated actions and language patterns and offer visual support in the form of pictures, puppets and real objects.

I need to keep activities practical and need to repeat key vocabulary and phrases.

I will work closely with the family to ensure the needs of their child are met. I will seek their support to obtain books and resources in their home language. I will also find out about any other support they may be from outside bodies.



## Loss/Change Policy

Coping with change, such as parents getting divorced, or loss, such as the death of a relative or a family pet, can be very difficult for a child to cope with and they may display their emotions in a variety of ways.

As professional child carers I will work with you to support your child through any difficult times they may encounter. I am aware that different religions and cultures have differing rituals and attitudes towards death and divorce so will be guided by parents and family wishes.

I will support your child by:

Encouraging your child to ask questions and answer them to the best of my ability, honestly and simply using language and words that are age appropriate.

Talking with the child about the person/animal who has died

Offering to listen to the child, so they can share their thoughts and emotions in a safe and caring environment with a familiar and sympathetic adult.

Observing the child and noting any concerns or changes to their play and interaction with others and sharing these with you.

Finding appropriate ways for the child to become involved in remembering the person/animal, for example a memory box or jar.

Regularly discussing with you how your child is coping, however this will not be in front of the child, so I may need to arrange a meeting or discuss the matter over the telephone.

Ensuring that the other children who attend understand (according to their age) that the child is more sensitive at the moment and may need to be given more space or support.

Sometimes children need professional counselling to help them deal with their loss or adjust to a major change. I am happy to support you and your child by signposting you to the services available.



## Managing Children's Behaviour

Promoting positive behaviour is very important and I will do this by:

- Giving lots of praise for good behaviour.
- Giving the children individual attention so they feel valued.
- Setting a good example, being a good role model.
- Listening to what the children have to say.
- Rewarding good behaviour (choosing next activity etc).
- Rewarding with Stickers.
- Giving children certificates for good behaviour, sharing etc.

I will help the children understand the rules of the setting, which are realistic and I will be consistent in the enforcing of them.

However all children will misbehave at sometime. I have developed several different strategies on how to deal with a child misbehaving and use different ones depending on the age/stage of ability of the child and the situation:

Distraction. Remove the child from the situation and give them an alternative activity.  
Ignore. Depending on the situation I may ignore the bad behaviour if I feel it is being done to get a reaction.

Discuss with Child. If the child is able to understand I will discuss their behaviour and try and get them to appreciate the consequences of their actions on others. I inform them that it is their behaviour that I do not like, not them.

Time Out. Removing the child from the activity and sitting them quietly for a few minutes.

Removal of treats.

I will **never** smack, shake or hurt your child. I will not humiliate your child. I will never threaten corporate punishment.

If a child misbehaves I will inform you at the end of the day or ring you later after collection. Some children can become upset if the incident is retold in front of them. I will also inform you of how the matter was dealt with. In most cases the matter will not require any further action, punishing a child hours after an incident achieves nothing but confusion and upset.

I will only ever use physical intervention to manage behaviour if it is necessary to prevent personal injury to the child, another child or an adult. I would inform you if this occurred and record it in the incident book.



Safeguarding Children

## *Other Adults in the setting Policy*

All adults caring for children in the setting have undergone CRB - Criminal Record Bureau Checks and received clearances.

Any other adults other than carers that may enter the building will have to sign my register and will not be left alone with any other the children.

Risk assessments will be carried out before any building works are carried out.

See Visitors Policy P 38.



## *Physical Intervention and Contact Policy*

As Ofsted registered carers I am aware that some children like to be affectionate and show it through hugs, kisses etc. others are not so tactile. I am happy to hug, or hold hands, or tickle etc. your child providing both you and your child are happy with this. I would never force a child to do any of the above if it made them feel uncomfortable.

I will restrain a child only if they are at risk of inflicting harm on themselves or others. I will separate children if they are fighting. I will restrain a child if they try and run into the road etc. If I do need to restrain your child I will document it in the incident book and asked you to sign the record. This is to protect all parties. See Managing Children's Behaviour Policy

I will also need to have some physical contact with your child in order to ensure hygiene routines are carried out. For example the washing of hands and wiping of noses. I am happy to assist with toileting according to the age and stage of ability of the child and to change nappies if required. If necessary I will change a child's clothes if they have had an accident.



## *Safeguarding Children Policy*

It is my responsibility as a setting to ensure the safety and welfare of all the children in my care in line with the procedures laid out by my local Safeguarding Children's Board.

(The Safeguarding Children Board is responsible for producing Safeguarding Children Procedures based on national guidelines set out in Working Together to Safeguard Children (Dept. of Education & Skills). It monitors the effectiveness of the Procedures systematically and amends them as it becomes necessary.)

I have received training on Safeguarding Children (Child Protection) and I am aware of the signs and symptoms of child abuse, physical, emotional and sexual, and those of neglect.

If I have reason to believe that any child in my care is being abused in any way I will report the matter to the Duty Social Worker for Social Services, Child protection Team. Under these circumstances I will not be able to keep information relating to your child confidential, but will need to share it with Ofsted as soon as practicable (but within 14 days), Social Services and the Police if requested.

In the event of a Child Protection incident, or member of staff requiring advice, the following professionals will be available:

### **Social Care**

Children's Services Referrals and Assessment Team – **01635 503405**  
Out of hours team **01344 786543**

Child Protection Co-ordinator or Safeguarding Manager – **01635 503417**

### **Police**

Child Abuse Investigation Unit - **01189536390**



Outings

### *Lost/Missing Child Policy*

The care of your child is paramount and I will always try to ensure that they remain with a member of staff and are safe.

However sometimes children can become 'lost' in busy places and therefore as a responsible setting I have written a procedure that will be followed in the unlikely event of this happening.

I will immediately raise the alarm to all around me that I have lost a child and enlist the help of everyone to look for them.

If it is a secure area such as a shopping centre, I will quickly alert the security staff so they can seal off exits and monitor the situation on any CCTV.

I will then alert the police and provide a full description.

I will then alert the parents of the situation.

I will provide everyone involved in the search with a description of the child.

I will reassure the other children with me, as they may be distressed.



Outings

## *Sun Protection Policy*

The damaging effects of exposure to the sun on young skin has been well documented.

I will do everything I can, working in partnership with you, to ensure that your child is protected.

I will need you to provide me with:

Sun Cream that is suitable for your child (high factor).

Sun hat (preferably a legionnaire's hat to protect the neck).

A thin top, cardigan or t-shirt that has long sleeves.

I will ensure that your child uses the sun cream that you have provided and wears the hat. I will also avoid spending prolonged periods of time outdoors during the hottest part of the day, and when out will try and protect your child by finding shady areas. I will encourage your child to drink water regularly to prevent dehydration.

I will require you to sign a form giving me permission to apply the sun cream that you have provided.

If for any reason you forget to supply me with sun cream I will also need a signature to use my own supply.



Outings

## *Transport and Outings Policy*

When taking Children on Outings it is essential that proper planning is done to ensure the safety and welfare of all the children involved.

I will obtain written permission for all routine and special outings. Parents will also be inform of special outings i.e. Zoo, Theatre

The safety of your child is paramount and I have, therefore, put together the following procedures regarding the transportation of children in a vehicle.

I will ensure that children are all safely seated in the stage appropriate seat and seat belts fasten before I set of on any journey.

I will always carry a mobile telephone in case of an emergency.

I will always carry a First Aid kit in case of an emergency.

I will never leave a child unattended.

If your child suffers from travel sickness please let me know immediately.

I will keep children safe on outings by carrying out full risk assessments which will be renewed on each outing.

I will take emergency contact telephone numbers for parents, accident and incident forms, medications and forms required by individuals e.g. inhalers.

I will teach the children about the dangers of wandering off and of talking to strangers. Also about danger of cars and roads in an age appropriate way.



The Setting

## *Risk Assessment Policy and Procedure*

“Providers must ensure that they take all reasonable steps to ensure staff and children in their care are not exposed to risks and must be able to demonstrate how they are managing risks.”

Statutory Framework for the EYFS 2017 (3.64)

I will meet the requirements of the Early Years Foundation Stage and Childcare Register by:

- Giving the highest priority to health and safety of children.
  - Carrying out regular risk assessments.

The following 5 steps illustrate the risk assessment process:  
<http://www.hse.gov.uk/pubns/indg163.pdf>

1. Identify the hazards.
2. Decide who might be harmed.
3. Evaluate the risks.
4. Record significant findings.
5. Regularly review my risk assessment.

I will make changes to my practice where hazards or risks re occur

Risk assessments relating to my environment “Risk assessments should identify aspects of the environment that need to be checked on a regular basis, when and by whom those aspects will be checked, and how the risk will be removed or minimised” EYFS 2017 (3.64).

- Risk assessment should identify aspects of the environment that need to be checked on a regular basis when and by whom those aspects will be checked and how the risk will be removed or minimised.
  - I will conduct a daily check of the indoor and outdoor environment.
- Involve children in identifying risks and understanding how to keep themselves safe.
  - Recording any issues identified during my daily check.
- Undertake a risk assessment of my premises and equipment at least once a year, and immediately, where the need for an assessment arises e.g. as a result of an accident or changes to the environment.
- Ensuring compliance with the space requirements outlined in the Statutory
  - Framework for the EYFS 2017.
- Risk assessing before implementing any increase to my ratios, in order to demonstrate to parents and/or carers and inspectors, that the individual needs of all the children are being met. (On inspection, the Ofsted Inspector will take this into account when making their judgement.) or when regulations change
- Risk assessing any visitors to my home that I do not know and refusing access to anyone whose identification I cannot verify (please see my Visitor’s
  - Procedure).

Risk assessments for outings

“Providers must assess the risks or hazards which may arise for the children, and must identify the steps to be taken to remove, minimise and manage those risks and hazards” EYFS 2017 (3.65).



## The Setting

- Obtaining written permission from parents and/or carers to take the children out on outings planned.

When on outings, making sure that I always have:

- My mobile phone with me, fully charged, with the parents and/or carers'
- emergency contact details, I would implement recommended protocols,
  - such as 'ICE' – 'In Case of Emergency' on my phone.
    - Have written contact details of parents.
    - A first aid kit with the appropriate contents in.
- Appropriate equipment for the children in my care, which is checked on
  - a regular basis, such as pushchairs, medication, and change of
    - clothes.
- Making sure that my vehicle is adequately insured for business use.
- Checking the car seats are properly fitted. I am aware of the legislation with regards to car seats, which is outlined at <http://www.childcarseats.org.uk/law/>
- Checking I have enough petrol for the outing planned. The vehicle would also
  - be checked for e.g. tyre pressure, tax and breakdown cover.
- Ensuring that children have an understanding of road safety, and appropriate
  - behaviour in the vehicle, subject to age and stage of development.
- Obtaining the written risk assessment documentation from the venue I intend to visit if one is available to enable me to identify if the venue is suitable for
  - the number and ages of the children in my care.
- It is not necessary to carry out a risk assessment before every outing, but risk assessments are in place for each type of outing. Please see my written risk assessments for: (add your own details .....delete as appropriate)
  - Trips to the park.
  - Visits to the shops.
    - Visits to the local Surestart Children's Centre.
      - Trips to museums and art galleries.
      - The school run.
    - Trips on public transport – buses and trains.
      - Visits to the local library.
- Please note I may have obtained the risk assessment from the places visited.
- Obtaining parental permission and completing a separate risk assessment for
  - a specific outing such as to the Zoo or the beach.
- Assessing children's individual health needs to ensure that any medication and dietary requirements are adhered to and recorded during the outings.
  - I have a 'Missing Child' procedure in place.
  - I have a 'Health and Safety' Policy and Procedure in place.



The Setting

## *Continuity of Care Policy*

The conditions of my registration with OFSTED, allows me to care for a maximum of six children under the age of eight.

Of these six children, a maximum of three may be young children under the age of five, and there should only be one child under the age of one. Any care provided for older children must not adversely affect the care of children receiving early years provision.

If I can demonstrate to parents and/or carers that the individual need of all children are being met , in exceptional circumstances the statutory requirements of the Early Years Foundation Stage EYFS 2017 permits me to care for sibling babies, which means then that I can look after two babies or four children in the early years age group, if I am asked to provide a space for parents who already are using me.

This new flexibility in the conditions of my registrations allows me to respond very quickly to requests from parents as well as, to offer continuity of care for those children who already attend my setting, as they will be able to stay with me in a settled environment, playing with friends they already have, rather than having to leave because I cannot accommodate the changing family circumstances quickly enough.

Before I am allowed to change the conditions of my registration, I must speak to you all as affected parents and make sure you understand and agree with the changes I am making.

I will produce and show you all the necessary Risk Assessments, which will detail how effectively I will meet all the children's care and learning needs. I will discuss any concerns you may have about the new arrangements

If you would like further information about the Early Years Foundation stage ratios, please see the EYFS 2012 document on the [www.foundationyears.org.uk](http://www.foundationyears.org.uk) website.



The Setting

## Privacy Notice

At Wendy's Child Care Services I take your privacy seriously, and in accordance with the General Data Protection Regulation (GDPR) introduced 25<sup>th</sup> May 2018, the EYFS 2017 or the Childcare Register and/or by Ofsted in the Early Years Inspection Handbook I will be asking you for personal data about you and your child/ren to deliver a childcare service to you.

There are six legal bases for collecting data and I commit to only collecting data under these legal bases. They are as follows: -

### 1. Consent:

*Parents have agreed that I can process data about their child.* i.e. I ask consent to put a photo of a child on our facebook page. Other consents I will ask for is medication, and to share information with other Professionals. Remember as a parent you can withdraw consent at any time.

### 2. Contract:

*Data processing is needed to complete a Contractual agreement.* i.e. The Contract I have with parents for the childcare of their child/ren.

### 3. Legal obligation:

*I am required to legally process the information.* i.e. the information is required by the DfE in the EYFS and or Childcare Register and /or by Ofsted in the Early Years Inspection Handbook. For example, family personal details – I collect this information on our "Child Record Form".

### 4. Vital interests:

*This covers information that protects a child in a life or death situation.* i.e. Medical history. For example a nut allergy, emergency contacts.

### 5. Legitimate interests:

*To provide a high-quality service, I have good reason to ask for the information and process the data.* i.e. I ask for information about the child, their home life, daily routines to enable us to provide a high quality of childcare.

### 6. Public task:

*Processing Data is in the public interest. I have no need to process data for this reason.* I am unlikely to collect data for this reason.

Where parental consent is needed I will support any decisions you have made on how it is processed and respect your right to remove data.

Our commitment will be to:

- Collect necessary data as part of your child's induction to the setting.
- Ask for this information when I initially agree on childcare at interview level.
- Record it in paper form.
- Continue to ask for information at regular intervals to ensure it is up to date. This will be done by asking you to complete and return the child record form, contract, consent forms



The Setting  
and agreement to policies and procedures annually.

I have completed a data audit which shows the information I collect, why I collect it, how it is used, where it is stored, who the information is for and how long I retain it for. The data audit is available upon request.

With your 'consent' data will be used for sharing with:

- other professionals such as; Pre-school teachers, Health Visitors and Medical Professionals, i.e. Teachers at St Johns Infant and Mortimer Pre-school to ensure I provide a high-quality service.
- The local authority through the 2-3-year Early Years Funding.

Your data will also be shared without your permission with the following: -

- The Local Safeguarding Children's Board (LSCB) if I have any concerns about the safety of your child. The lead will follow my Safeguarding procedures.
- Ofsted.
- The Police

If you want to see a copy of the different types of data, I hold and share about you or your child then please ask me.

**Please see the Data Protection policy for further information on data processing.**

If you have any questions about this policy and our procedures, please speak to Wendy.

Wendy Elliot  
May 2018

Written with the support of PACEY to comply with GDPR to be implemented on 25<sup>th</sup> May 2018



The Setting

## General Data Protection Regulation Policy

As a setting, I am aware of confidential information concerning the children and their families. All information that I receive at Wendy's Child Care Services, either written or verbal, is strictly confidential. I will not share it with family or friends.

As professionals, I am expected to share information only with other professional colleagues, such as Teachers, Health Visitors and Medical Professionals in the best interest of the child once parental consent has been obtained, except in the case of suspected Child Abuse where no permission is required as I will follow my Safeguarding Policy.

Any confidential discussions will be in a private area, or alternatively, I will arrange a time when it is more convenient to talk, for example in the evening.

As the lead of the setting Wendy is registered with the Information Commissioner's Office in accordance with the General Data Protection Regulations (GDPR) to be implemented on the 25<sup>th</sup> May 2018, as I process and keep information and records on children.

I ask parents for personal data about themselves and their child/ren to deliver a childcare service (see privacy notice). I am required to hold and use this personal data to comply with the statutory framework for the Early Years Foundation Stage 2017, Childcare Register, Ofsted, Department for Education and my local authority, West Berkshire Council.

The law requires us to keep certain data for some time after a child has left the setting. I have a data audit in place and ensure that any information/data is disposed of appropriately and securely. The Data Audit is available upon request.

If I suspect that data has been accessed unlawfully, I have a duty to inform the relevant parties immediately and report to the Information Commissioner's Office within 72 hours. A record of any data breach will be kept.

Any records will be kept confidential and secure in a locked filing cabinet. Emergency contact numbers and medical information is kept available in the event of an emergency. Photos on phones will be deleted immediately after being up loaded to the parent group or on Babysdays. Any learning and development reports written on the computer will be password protected and deleted when no longer required. Paper copies will be placed in children's files or learning journals and go with the child when they leave or move up to school. Information on the computer will be backed up by an external hard drive. If any external storage is used security measures will be put in place. Babysdays has ensured they will be compliant by 25<sup>th</sup> May 2018 on GDPR.

Parents have the right to inspect records about their child at any time. This will be provided without delay and no later than 30 days after the request, which should be made in writing. I will ask parents to regularly check that the information is correct and updated where necessary. Parents also have the right to remove any 'consent' at any time.

I expect parents to keep private and confidential any sensitive information they may accidentally learn about my family, setting or the other children and families attending my setting.

Meeting the Early Years Foundation Stage 2017 Safeguarding & Welfare requirements; **Staff qualifications, training, support and skills**, the provider must take the necessary steps to safeguard and promote the welfare of children. It is a legal requirement under EYFS 2017 that "...Supervision should foster a culture of mutual support, teamwork and continuous improvement, which encourages the confidential discussion of sensitive issues". (EYFS Statutory Framework 2017: 3.21)



## The Setting

Meeting the Early Years Foundations Stage 2017 Safeguarding & Welfare requirements; **safety and suitability of premises, environment and equipment**, the provider must take the necessary steps to safeguard and promote the welfare of children.

It is a legal requirement under EYFS 2017 that *“Providers must also ensure that there is an area where staff may talk to parents and/or carers confidentially, as well as an area in group settings for staff to take breaks away from areas being used by children”*. (EYFS Statutory Framework 2017: 3.61)

### Multi Media Use:

A big part of our job is to evidence the care and work that I do with the children, and a great way of doing this is by using photos. Photos can also be a lot of fun, boost self-esteem and make a lovely keepsake. Photos are taken to evidence learning and development for children in the Early Years Foundation Stage 2017.

I have a separate photo consent form which explains why a photo may be taken of your child and what I do with the photo. This policy explains how photos may be taken and why, and how they are stored.

There have been proven cases and reports in the media about staff in Early Years Settings taking inappropriate images of children and distributing them. I hope by writing this policy and our 'Photo Permission' form, it will show you that I have thought carefully about the circumstances surrounding taking photos and it will give you confidence in us.

How a photo may be taken and stored: -

- Photos are taken on the setting's camera and downloaded to our private group Facebook page then stored on Babysdays which will be deleted when you leave the setting.

How a photo may be used: -

- To go in a child's learning journal as evidence for their learning and development. (0-5 years only).
- A photo of my child will be used for their peg where their coat and bag is kept. (0-5 years only).
- For older children individual photos may be taken. These will be kept on Babysdays until the child leaves the setting.
- Group or Individual photos will be added to babydays also for memories when they are older.
- Photos will not be used on the Wendy's Child Care Services website. (All ages)

\*\* Photos will be deleted from the Camera and PC when no longer needed\*\*

Children's games consoles, tablets are **NOT** allowed in the setting unless used while supervised by Wendy. I do have a setting iPad which is used to watch educational You Tube clips.

- Talking to children about staying safe online. Using this story and app –

[https://www.internetmatters.org/hub/interactive/digiduck-educational-e-safety-story-app-](https://www.internetmatters.org/hub/interactive/digiduck-educational-e-safety-story-app-3-7-years/)

[3-7-](https://www.internetmatters.org/hub/interactive/digiduck-educational-e-safety-story-app-3-7-years/)

years/



#### The Setting

- Monitoring children's online use.

It is a statutory requirement for practitioners to notify and register with The Information Commissioner's Office if they process personal information or photos in a digital format. I am registered as Data Controllers and you can find Wendy's entry on the register on [www.ico.org.uk](http://www.ico.org.uk).

As per the General Data Protection Regulation (GDPR) which is to be implemented on the 25<sup>th</sup> May 2018 and replaces the Data Protection Act 1998, parents have the choice to opt in or opt out of photos of their child/ren being taken and used in these ways. To ensure I can take out of operation photos of your child and for them not to be used if you choose to 'opt out' I will only take photos of groups of children to go on the setting walls or our website. Both will require parent consent. Photos will no longer be sent to you via text, email, etc., but occasional photos will be sent via WhatsApp as this is the safest way to send them. This applies to children under 5 years only. Please see the photo consent form for more details.

Meeting the Early Years Foundation Stage 2017 Safeguarding & Welfare requirements; **Staff qualifications, training, support and skills**, the provider must take the necessary steps to safeguard and promote the welfare of children. It is a legal requirement under EYFS 2017 that *"...Supervision should foster a culture of mutual support, teamwork and continuous improvement, which encourages the confidential discussion of sensitive issues"*. (EYFS Statutory Framework 2017: 3.21)

Meeting the Early Years Foundations Stage 2017 Safeguarding & Welfare requirements; **safety and suitability of premises, environment and equipment**, the provider must take the necessary steps to safeguard and promote the welfare of children. It is a legal requirement under EYFS 2017 that *"Providers must also ensure that there is an area where staff may talk to parents and/or carers confidentially, as well as an area in group settings for staff to take breaks away from areas being used by children"*. (EYFS Statutory Framework 2017: 3.61)

Meeting the Early Years Foundation Stage 2017 Safeguarding & Welfare requirements; **Child Protection**, the provider must take necessary steps to safeguard and promote the welfare of children.

It is a legal requirement under EYFS 2017 that *"The safeguarding policy and procedures must include an explanation of the action to be taken when there are safeguarding concerns about a child and in the event of an allegation being made against a member of staff and cover the use of mobile phones and cameras in the setting"*. *".....Training made available by the provider must enable staff to identify signs of possible abuse and neglect ....."*. (EYFS Statutory Framework 2017: 3.4 and 3.6)

#### Childcare Register

Meeting the Requirements for the Childcare Register as per the Early years and childcare registration handbook - Published October 2017; it is a requirement under **Arrangements for safeguarding children**, that *"Childminders must keep and implement a written statement of procedures to be followed for the protection of children, intended to safeguard the children being cared for from abuse or neglect"*. (Requirement Reference CR2.1)



The Setting

If you have any questions about this policy and our procedures, please speak to Wendy.

Early years and childcare registration handbook. Published October 2017 Ref: 150150

Revised 2017 re: EYFS 03/04/17

**Updated: May 2018 re: GDPR implementation on 25<sup>th</sup> May 2018**



The Setting

## Admissions Policy

I am restricted to the number and ages of children that I can care for at any one time. These details are displayed on the Ofsted Registration Certificate, which is clearly displayed at all times on the notice board.

I am happy to care for any child within the registered numbers and will not discriminate against children or their families for reasons such as race, religion, sex or ability.

Prior to your child commencing Wendy's Child Care Services I must have written information on:-

Emergency contact numbers, child's dietary requirements, special health requirements, info about who has legal contact of the child and who has parental responsibility, parental permission to seek emergency medical advice, starting date and number of sessions per week, illness and vaccinations, consent for photography for monitoring, advertising and evaluating, consent to take part in off site activities.

### **Opening Times, Fees, Holidays and Termination of Contract**

My day starts at 8am finishing promptly at 6pm but arrangements will be made for slight flexibility. During this time the fee will be charged at £5.50 per hr. In case of certain circumstances your child needs to be here before or after these times you will be charged at an hourly rate of £5.50 per hour.

Overnight care will be set at a different rate after 6pm a fixed fee of £45 from 6pm – 8am and charged hourly thereafter.

**Breakfast** 50p per day

**Lunch** £2.00 per day

**Dinner** £2.00 per day which is inline with school prices.

Food may be provided by you although it would be helpful for a lighter lunch to be provided and hot Dinner so your child is eating the same food as the other children.

I will be available to care for your child 52 weeks of the year with exception of two days at Christmas and 2 at New Year. During this time I may also be taking a 2 week break which will not be charged to you. Although any holiday taken by you will be charged at your normal contractual rate.

A deposit of £50 is charged upon booking a place at Wendy's Child Care Services and this will be deducted from your first month's fee.

One months notice must be given by each party when the contract is cancelled.

Childcare arrangements will be made with parents or other childcare providers in the event that I cannot provide care for special circumstances.

**INVOICES WILL BE PRODUCED ONE WEEK IN ADVANCE PLEASE PAY PROMTELY TO THE ACCOUNT OR BY CHEQUE.**



The Setting

## *Allegations of Abuse Policy*

As a child care setting I am vulnerable to allegations of abuse being made against me. I will take precautions to protect me from this happening by:

Ensuring all staff are CRB checked and cleared.

Ensuring all visitors to the setting sign the visitors book and do not have unsupervised access to the children under any circumstances.

Ensuring, where possible, risk assessment will be carried out when workmen are present.

Document every accident and incident that occurs whilst in my care, informing parents and requesting them to sign records.

Noting any marks on the children when they arrive and asking parents to inform me of any accidents that have occurred whilst outside my care.

Ensuring that children will be supervised at all times.

Keeping accurate records on each child.

However, sometimes allegations are made and this unfortunate situation cannot be avoided. I will then follow the procedure detailed below.

Firstly, I will gain support and professional advice from the following organisations:

West Berkshire Local Authority  
Ofsted within 14 days of the Allegation being made  
My Insurers  
Solicitors

I will write a detailed record of all related incidents, including what was said and by whom, with times and dates.

I will ask any witnesses (if there were any) to also write a statement detailing the incident they witnessed and giving their contact details in case it needs to be followed up by the authorities.



The Setting

## Complaints Procedure

If you have any problems with are services, please feel free to discuss the issue with me at an early stage so that any difficulties do not become obstacles to a good relationship.

If a parent raises a concern about my service I will:-

- make and keep a written records of the complaint
  - investigate all written complaints
- record the outcome of the complaint and inform complainant within 28 days
- I will provide Ofsted (if they request) a written record of all complaints and actions as a result within a specified period
  - I will keep a record of the complaint for 3 years

As a registered setting I are inspected by the Office for Standards in Education (Ofsted) against the Welfare Requirements. A copy of the Welfare requirements can be obtained by contacting Ofsted or by going on their website.

If a parent is not satisfied Ofsted can be contacted and a complaint can be made.

Contact details for Ofsted's regional office are: Early Years, OFSTED, 3rd Floor, Royal Exchange Buildings, St Ann's Square, Manchester M2 7LA. Telephone 0300 123 1231 Website: [www.ofsted.gov.uk](http://www.ofsted.gov.uk)

I will endeavour to resolve any issues by consultation with parents.



The Setting

## *Departure Policy*

I hope that the time your child has spent with me have been enjoyable and rewarding. I am always sad when it is time for a child to leave and move onto new pastures.

On departure I will provide the parents with their childs photo's on disc and daily diaries.

I do ask that you stay in touch, it is great for the child to retain the link and I love to hear how the child is progressing.



The Setting

## *Dropping Off and Collection Policy*

### **Dropping Off**

Please let me know in advance if you intend to arrive at a different time from the contracted one. If you arrive unexpectedly early I may not be ready to care for your child.

If you are late dropping off please ring the intercom system at the front door to inform me of your arrival so I can safely welcome your child.

- On arrival children will be recorded in the attendance register.

### **Collection**

I will only release your child from my care to adults who you have given written permission to collect them. I will, therefore, need you to provide me with a list of people authorised to collect. It would be helpful, if they are not known to me, to include a description or a photograph for me to keep on file.

I will ensure children do not leave the premises unsupervised

In the event of an emergency, I can operate a password system where you can send someone not authorised to collect your child but who is able to give the password. Please discuss with me if you would like to use this system.

It is important that you arrive at the contracted time to collect your child. Even very young children learn my routine and know when their parents are due. They can become distressed if you are late. I know sometimes delays are unavoidable, especially if you are relying on public transport.

If you are delayed, for whatever reason please contact me and let me know when you expect to arrive. I will normally be able to accommodate the additional care, however if I am unable, I will contact other adults from the authorised list and arrange for them to collect your child. I will reassure your child that you are on the way and if necessary organise additional activities.

If I have not heard from you and you are very late I will try and make contact with you. I will also attempt to contact the emergency numbers provided. If I am unable to make contact with anyone I will inform Social Services and follow their advice.

I reserve the right to make an additional charge for late collection.



The Setting

## *Inside Emergency Evacuation Procedure*

I will explain the evacuation procedure to all new children and I will carry out evacuation drills every month, so that all children in my care understand what to do in all emergency eventualities whether this is inside or outside.

### ***Evacuation from inside the premises to the outside***

- On the sound of the alarm, the children will be led to the nearest available Refuge Point. A register and emergency contact details will be to account for all children present that day.
- I will cover all eventualities, i.e. floods, fires, or intruders.
- The setting is equipped with 2 fire alarms and a fire blanket.
- When all children are accounted for I will call the emergency services. I will then contact parents and inform them of the incident and they will be asked to collect their child.
- It will be an ongoing process talking to the children about what to do in the event of any emergency event this will also be included occasionally as an activity so the children can move the fire around to different areas and tell me where they think they should go.



The Setting

## *Outside Emergency Evacuation Procedure*

I will explain the evacuation procedure to all new children and I will carry out evacuation drills every month, so that all children in my care understand what to do in all emergency eventualities whether this is inside or outside.

### ***Evacuation from outside the premises to the inside***

- The children will be led to the nearest available safe area depending on the circumstances. A register and emergency contact details will be taken and all children accounted for all.
- I will cover all eventualities, i.e. floods, fires, or intruders.
- Doors will be locked and a register will be taken to check that everyone is inside the building.
- When all children are accounted for I will call the emergency services. I will then contact parents and inform them of the incident and they will be asked to collect their child.
- It will be an ongoing process talking to the children about what to do in the event of any emergency event this will also be included occasionally as an activity so the children can move the fire around to different areas and tell me where they think they should go.



The Setting

## *Equal Opportunity Policy*

I give all children in my care the opportunity to reach their full potential. Sometimes this means adapting an activity to the child's ability and stage of development, providing additional resources or giving one child more attention and support than others during a particular activity or routine.

Please see Page 36 on Special Needs.

I will ensure the individual needs of all children are met.

All children in my care are given the opportunity to play with all the toys. No toys are just for girls or just for boys. I try to ensure the toys reflect positive images of children and people from different cultures and with different abilities. I have toys and resources that challenge stereotypical ideas on what careers are open to men and women.

No child in my care will be discriminated against in anyway, whether for their skin colour, culture, language, gender, family background, ability or religion. I will challenge any remarks that I feel are inappropriate.

I encourage the children in my care to learn more about their own culture and to find out about the culture and religions of other children. I do this in a fun way through sharing books, colouring sheets, cooking and eating food from around the world and celebrating special festivals. I will provide resources such as woks and chopsticks, dressing up clothes and multicultural skin tone crayons and pencils. I provide opportunities for children to use their home language in play and learning.

I encourage the children to develop a healthy respect of each others differences and to value everyone as an individual.

I encourage Parents to share with me any festivals, special occasions or artefacts, which may enhance the childrens learning and understanding.



The Setting

## *Exclusion Policy*

I operate an inclusive setting, where all children are welcome regardless of their race, religion, culture, sex, ability or disability, social background etc.

There are however certain occasions when it may be necessary to ask a parent to not bring their child to my setting for a short period of time. These reasons include:

If a child is ill (see sickness policy for more detailed information).

If a child has a highly infectious condition such as impetigo or conjunctivitis.

If the child has a notifiable disease.

If a child has had a bout of sickness or diarrhoea within the last 48 hours.

I reserve the right to terminate a contract with immediate effect and exclude a child permanently from my setting in the following situations:

If the child continually demonstrates aggressive behaviour to the other children in my setting.

If the child continually uses inappropriate language (swearing).

If the child continually makes inappropriate remarks, such as racist comments.

If the child is likely to cause harm to other children in the setting.

If the child is found to be stealing from staff or other children within the setting.

I will already have discussed my concerns with you and worked with you over a period of time to address your child's behaviour. I would have used a variety of different strategies and with parental permission sought support from outside agencies.

I would only exclude a child if their behaviour was very severe and having a continued negative impact on the other children in my care.



The Setting

## Emergency Procedure

I will explain the evacuation procedure to all new children and I will carry out evacuation drills every month, so that all children in my care understand what to do in all emergency eventualities whether this is inside or outside.

### ***Evacuation from inside the premises to the outside***

- On the sound of the alarm, the children will be led to the nearest available Refuge Point. A register and emergency contact details will be taken to account for all children present that day.
- I will cover all eventualities, i.e. floods, fires, or intruders.
- The setting is equipped with three fire extinguishers and a fire blanket.
- When all staff and children are accounted for I will call the emergency services. I will then contact parents and inform them of the incident and they will be asked to collect their child.
- It will be an ongoing process talking to the children about what to do in the event of any emergency event this will also be included occasionally as an activity so the children can move the fire around to different areas and tell me where they think they should go.

### ***Evacuation from outside the premises to the inside***

- The children will be led to the nearest available safe room. A register and emergency contact details will be taken to account for all children present that day.
- I will cover all eventualities, i.e. floods, fires, or intruders.
- Doors will be locked and a register will be taken by a dedicated person to check that everyone is inside the building.
- When all staff and children are accounted for I will call the emergency services. I will then contact parents and inform them of the incident and they will be asked to collect their child.
- It will be an ongoing process talking to the children about what to do in the event of any emergency event this will also be included occasionally as an activity so the children can move the fire around to different areas and tell me where they think they should go.



The Setting

## Health & Safety Policy

The Health and Safety of your child is very important to me and I have, therefore, documented the following procedures that I have in place to support this.

All toys will be checked and cleaned regularly to ensure they are safe for your child to use. Any broken or hazardous toys will be removed immediately. Children will only be offered toys and resources that are suitable for their age/stage of development

I will do a risk assessment of the premises every morning before the children arrive to ensure that it is a safe environment for the children

Children will be protected from opening the front Fire Exit to prevent the children opening the door

I have procedures in place in the event of a fire (see separate policy).

I will report and record any accidents (see accident policy).

I will immediately remove any hazards or faulty equipment. If this is not possible I will immediately contact the relevant body for assistance e.g. Gas company, for gas odour, Water Company for water leak etc. I will ensure the children have no contact with this area.

I will keep the kitchen very clean, following hygiene guidelines on the storing of food, keeping the fridge at the correct temperature etc.

I ensure that the children do not have access to any waste, the bins are emptied daily and any used nappies are double wrapped and placed in the outdoor rubbish bin.

I do not permit smoking in the premises.

I have strict Child protection guidelines in place (see separate policy).

Children will be given instructions about their behaviour while in the community or on outings i.e. holding hands in pairs.

I will have emergency contact details with me at all times should I need to contact the parents.

I will work with you to teach the children about safety issues like crossing the road and stranger danger.

I will work with you to teach the children about making healthy food choices and physical exercise.

I will restrain a child if they are putting themselves or others in danger, for example running into a road.

If you have any concerns regarding the health and safety of your child please discuss them with me.



The Setting

## *Late Payment Policy*

I work as a registered childminder as I love caring for children and supporting their development, however it is my chosen career and business. Like you, I too have bills and expenses to meet each month and therefore require a regular income. I would be grateful if you could ensure that you are prompt in paying your monthly/weekly invoice.

If I have not received payment within seven days of the due date, I will issue you with a polite reminder. If I have still not received payment by the 10th day following the original invoice I reserve the right to make an additional charge 'Late payment Fee' of £15 to cover any bank charges I may have incurred. If by 30 days I still have not received payment I reserve the right to cease minding your child with immediate effect and seek legal advice from the National Childminding Association's Solicitors, this may result in you being summoned to attend a hearing at County Court and if the judge finds in my favour you will also be liable to the Court for costs.

If you have had a change in personal circumstances and are now struggling to make payments, please let me know so we can make suitable arrangements. It may be that you are now entitled to additional funding through the Childcare element of the Working Tax Credit and other benefits.



The Setting

## *Personal Possessions Policy*

I provide a wide range of toys and activities for all the children in my care, catering for different needs, abilities and ages. Whilst it is not necessary for children to bring additional toys with them to play with I can appreciate that sometimes a child may have a particular comfort toy that they wish to bring or a toy that they have been playing with just before they left home.

I will endeavour to keep all childrens toys and resources safe, however I am sure you appreciate with several children in my care at any one time, it is not always possible to keep an eye on their belongings. Whilst losses are rare I would advise that if a toy is very special or expensive that it remains safely at home as I will not be held responsible for loss or damage to them.

If your child does have a comfort toy that they are very attached to, I would recommend that additional 'copies' are purchased as this can prevent great upset if it becomes lost.



The Setting

## *Concerns Policy*

I want to ensure that your child is cared for correctly and that you are confident in my abilities. It is, therefore, vital that I have a transparent culture within my childcare setting where everyone feels able to raise any concerns they may have.

If anyone has any concerns regarding the way children are being cared for they must report them.

All concerns raised will be taken seriously and fully investigated.

Parents are encouraged to discuss any concerns they may have regarding their child's care with me. Alternatively they are able to discuss them with Ofsted. Please see Parents complaint policy.



The Setting

## *Settling in Policy*

I understand how difficult it is for parents to leave their child with me. I will, therefore, work with you to ensure your child is settled and that you are happy with the care that I provide.

I like to organise settling in sessions for the parents and child. This gives you the opportunity to provide me with lots of information about your child, their likes and dislikes, routines, favourite activities, how to comfort them if they become upset and how they have reacted when left before. It gives me the opportunity to start to build a relationship with you and your child and to understand both your needs and wishes.

I am happy for you to stay until you feel that your child is settled. Some children do take longer than others to settle and some settle quickly and then become distressed a few weeks into the placement. I will work with you to support your child through this transition period and make it as easy as possible. It is important that you and your child are relaxed and happy in my home and with the care I provide.

Some parents find it helpful to call me during the day to find out how their child is. I am happy to take your calls, but I am sometimes not able to talk for long, or even to answer the telephone if I am attending to a child's personal needs, for example changing a nappy. So please do not panic if you call and there is no answer.



The Setting

## *Smoking Policy*

In accordance with the welfare requirements produced by the Department for Education and Skills  
I have a no smoking policy in the setting.

No one is permitted to smoke in the setting.

I will not take the children into smoky environments and will avoid places that permit smoking  
wherever possible.



The Setting

## Special Needs Policy

I am aware that some children may have learning difficulties and disabilities and I am proactive in ensuring that appropriate action is taken when a child is identified as having special needs or starts in my care. I must promote the welfare and development of the child in partnership with parents and other relevant agencies.

I will ensure equal opportunities and have regard to SEN Code of Practice.

I have, therefore, put the following procedures in place:

If I think a child in my care has a special need I will:

- Keep observational notes.
- Share these with the child's parents.
- Discuss what support is available.
- Keep all matters confidential.

If I am caring for a child with special needs I will include them by:

Valuing and acknowledging children's individuality and help them to feel good about themselves.

Seek information from parents about the child's routines, likes and dislikes.

Adapting activities to enable children with special needs to take part.

Arrange access to specialist equipment if needed.

Consider any risk factors.

Encourage children's confidence and independence.

I will work in partnership with parents and discuss:

Agencies that are also involved in the child's support and care.

Equipment that the child may need.

Advice or support that will help me to provide the best care possible for their child.

I will consider how I can ensure the privacy of a child with special needs whilst continuing to supervise other children in my care.

I will review, Monitor and evaluate to ensure I am inclusive of all children.



The Setting

## *Terrorist Attack or National Emergency Policy*

In light of recent incidents, I now feel it is necessary to have a procedure in place on what to do in the event of a terrorist attack or a national disaster.

The care and security I provide to your child is paramount. As an Ofsted Registered setting I will do everything within my powers to protect, comfort and support your child in the event of a major incident, National Emergency or Terrorist Attack.

If I am involved or caught up in the incident I will comply fully with the instructions from the emergency services and constantly reassure the children in my care.

If you are caught up in an incident I will continue to look after your child until you are able to return or a person nominated is able to collect them.

I understand that during major incidents the mobile phone networks are often not available and even landlines can be cancelled to free up communication systems for the emergency services. I will, however, attempt to contact you on a regular basis and ask that you try to do the same.

I will keep up to date on the situation using any media source available to me, radio, television, Internet etc. I will endeavour to protect your child from information or images that may alarm or distress them.

I hope that I never have the need to put this procedure into practice but I am happy to discuss with you any aspects of this policy.



The Setting

## *Visitors in the Setting Policy*

As an Ofsted registered setting, I am very aware of my roles in keeping your child safe. Whilst children need to mix with other children and adults it is my responsibility to ensure the suitability of those that they come into contact during the settings hours. I have, therefore, written the following policy regarding visitors in the setting during these hours.

I will request identification from all visitors not known to me and will refuse entry if I am unsure of them.

I will endeavour, when possible, to arrange for any maintenance work to the property to be carried out at weekends and during non-minding hours.

I will maintain a visitor's book which is available for you to look at which contains identity of any visitors, purpose of the visit and arrival and departure times.



The Setting

## *Working in Partnership with Parents Policy*

It is very important for your child that I work in partnership. This will give your child continuity of care and they will not become confused with different standards of behaviour and boundaries.

As Parents you are the central adults in your child's life and the ones making decisions on their behalf. I will endeavour to work closely with you in order to carry out your wishes for your child wherever I can. It is, therefore, important that I have an excellent communication system. I appreciate that as a working Parent you will be in a rush to go to work in the mornings and in the evenings you may well be tired and need to go as quickly as possible, so please do not hesitate to contact me by email if you would like to know more information about your child.

I would also appreciate it if you could inform me if there are any changes to contact numbers for yourselves, including work and mobile numbers and those of your emergency contacts.

As your child grows and develops issues will crop up that are very important for me to discuss in order that I can work together.

If you wish me to incorporate a special activity into my routine, perhaps a festival or religious holiday that you celebrate please let me know.

If I have any concerns about your child's behaviour, development, eating etc I will share them with you and if necessary work with you to seek support from outside agencies.

If you have any concerns or issues regarding the care I provide for your child please do let me know. Often a concern is a simple misunderstanding that can easily be resolved; un-aided it can fester and become a major issue.



The Setting

## *Food Supplied by Parents Policy*

When providing pack lunches for your child please be aware of food hygiene when preparing packed lunches or snacks.

This includes checking dates for consumption of both dried and perishable foods, and correct storage of food items when sent to the setting.

As consumption of all food on the premises, inclusive of packed lunches provided by parents, is ultimately my responsibility, the following policy must be observed at all times.

Any food not consumed by a child will be discarded on the same day, subject to conditions below:

Any out of date foods will not be given to your child, as they cannot be stored on the premises, they will be discarded and the parents will be informed.

Food brought to the setting by a carer must be in a named lunch box.

I will store lunch boxes in a cold environment.



The Setting

## *Premises Security Policy*

I will ensure that at all times the indoor and outside premises are safe and secure I will do his by.

- Locking the Front Door.
- Intercom system on the front door for late arrivals
- Shutting and locking side gate to the garden.
- Checking all perimeter fences are intact.
- Ensuring all visitors have signed in (see visitors policy)



The Setting

## *Safe Recruitment Policy*

At present I do not require a childminding assistance in the premises but if the need arises I have the following systems in place when recruiting staff to ensure they are suitable to be working with children.

I will obtain an enhanced Criminal Records Bureau (CRB) disclosure on all staff.

I will obtain 2 references, a full employment check, qualifications and identity checks.

I will keep a record of all checks used to assess suitability.



The Setting

## *Unexpected Closure of the Childminding Service Policy*

I will endeavour to provide a service for the hours and times that I have been contracted to work, however, very occasionally it may be necessary to close my childminding service.

This may be as a result of me being unwell and therefore unable to work. If I have a minor ailment, such as a cough or a cold I will continue, however, if my illness is very contagious then I will refrain, for example diarrhea and sickness, until I know I can not pass on the infection to the children or their parents. I will try to provide as much notice as possible if I am unable to work.

There may be other occasions when I am unable to provide a service, for example:

Following emergency evacuation of my premises (see evacuation policy).

Loss of power to my home.

Mains water turned off.

Heating broken.

Flooding.

Medical emergency for myself or a member of my immediate family.

Death within the family.

I will advise parents as soon as I can if I am unable to provide a service.

I will work with parents where possible to find temporary emergency childcare from amongst local childminders that are known to the child until I can offer a normal service. I will make no charge if I am unable to provide a service.

I may be able to provide a limited service from a fellow childminders home during some of the above situations, however I would discuss any alternative arrangements with each individual parent/carer.



The Setting

## Overnight Care Policy

I am registered to provide overnight care by Ofsted and this appears on my Registration Certificate.

Childminders offering overnight care are required to meet additional criteria which are set out in the National Standards produced by DfES.

I will work closely with you, the parent, to ensure that your child's needs are met. We will need to discuss your child's normal bedtime routine, washing/ bathing, preferred comforters, eating and drinking requirements etc. I will also need to know if your child is likely to have any problems in the night, bed-wetting, nightmares, sleepwalking etc. and how you normally deal with it.

I will require contact numbers that I can call in the event of an emergency or if your child becomes distressed in the night.

I will show you where your child will sleep and ensure that they are always given clean bedding.

In order to ensure your child's safety no one is allowed to sleep in the house, over the age of 16 years, unless they have a clear CRB check. I will ensure that all necessary precautions are taken to ensure the house is safe from intruders, ie: the doors and windows are properly secured. I will ensure the smoke alarms are tested and in proper working order and that all electrical equipment such as the TV are turned off at night.



The Setting

## *Pet Policy*

I believe that children can learn a lot from having contact with animals, however certain procedures must be followed to ensure the safety of the children;

Children must be encouraged to treat all animals with respect, learning how to handle them correctly.

Children must wash their hands after any contact with animals and understand the reasoning behind this.

Children must be taught that not all animals are child friendly and that they should always check with the animal's owner before attempting to stroke or handle them.

Food for the pet must be stored safely away from the children's reach.

A high standard of hygiene must be followed, with careful thought given to the placing of the feeding and drink bowls of dogs and cats.

The garden must be checked every morning, before the children are permitted outside to play, to ensure that no animal has fouled it.



Wellbeing

## *Dental Hygiene Policy*

Recent research shows that 38% of five year olds in England have experienced tooth decay.

I am very aware of the need to follow good oral hygiene practices and to avoid eating foods and drinks with high sugar content.

I will only be providing milk or water during snack time.



Wellbeing

## *Health Eating Policy*

A good balanced diet is vital for children to develop healthily along with fresh air and regular exercise.

I am happy to provide all children in the setting with healthy snacks and drinks.

I will encourage children to choose healthy options and to experiment by trying new foods from other cultures.

Please inform me if your child has any specific dietary needs/allergies.

I will display a menu on my notice board for your information.

I do not permit children to have fizzy drinks; Children are offered water or milk.

I request that a water bottle named is supplied daily – I will ensure your child has access to this at all times.

I do not encourage children to eat sweets; however I do sometimes offer sweets for special occasions. Please let me know what, if any sweets you permit your child to eat.

In the unlikely event, of food poisoning affecting 2 or more children looked after on the premises Ofsted will be informed.



Wellbeing

## Hygiene Policy

It is very important to prevent the spread of germs and illnesses that hygiene procedures are in place and strictly adhered to.

Children are encouraged to wash their hands after going to the toilet, touching animals and playing outside. They must also wash their hands before eating any meals or snacks.

I will assist the children in hand washing, ensuring that they are washing and drying them correctly. I have a wash hand unit in place within the Hall and will provide wash hand facilities outside too.

I will provide a paper towels in the bathroom each day.

I will assist children with wiping their noses when they have colds and try to teach them how to blow their own noses. I will explain to them the importance of safely throwing away dirty tissues to prevent the spread of germs. I will also encourage them to put their hand over their mouths when they cough.

I will not care for a child who has had an upset stomach in the last 48 hours.

I will disinfect the changing mat between children.

I will follow strict hygiene routines in the kitchen, ensuring the fridge is at the correct temperature and that food is stored correctly in it.

In order for me to carry out these procedures effectively I will need you to provide me with enough resources, for example nappies, labelled cream, spare clothes for the children etc. I also request that you let me know if your child is feeling or has been unwell.



Wellbeing

## *Nappy and Toilet Training Policy*

I am happy to accept children in nappies. I will need you to provide me with the following:

Nappies  
Cream that you use on your child  
Baby wipes  
Nappy Sacks

I will provide a changing mat, which will be wiped over with disinfectant between each use. I will always use plastic gloves when changing your child's nappy to reduce risk. If your child is allergic to these please let me know.

I will change your child regularly and immediately if they have soiled a nappy. I believe that changing a nappy should provide lots of opportunity to communicate with your child and as their understanding grows provide time to discuss basic hygiene issues, preparing them for potty training.

When your child starts to show signs that they are becoming aware of their bodily functions I will arrange a convenient time to meet with you and discuss your plans on potty/toilet training your child.

It is very important that I work together to potty train your child and pick a suitable time to do it.

If I start the training and your child is not ready then I can stop and start again when they are. Some children take to potty training overnight for some it is a longer process, the most important thing is that I work together to give your child the support and reassurance they need during this period. I will provide you with feedback on how your child is progressing.



Wellbeing

## *Sleeping Child Policy*

I will discuss with you in detail the sleep routines you have established for your child and how I can best accommodate them into my own routine and working day as I may have school runs and pre-school pick-ups to include. These discussions will need to be on going as the sleep needs of your baby will change as s/he grows and develops.

As a working parent you too need your sleep so it is vital that I work in partnership with you to provide a sleep routine for your child that fits your requirements. I will need to know how many naps your child normally has, for how long and at what times during the day.

When is the latest I can let your child sleep until without it affecting their night-time routine?

Do you want me to wake your child after a certain length of time or can I let them sleep on?

What routine do you have to settle your child?

Do they have a dummy or comforter?

Where does your baby prefer to sleep?

I will regularly check your child when they are sleeping, both in person and by using a baby monitor. I will record the total time slept within their diary.

If you ever have any concerns over your child's sleeping routine please do discuss them with me and we can make arrangements to change times etc. if necessary.



Activities

## Care, Learning and Play Policy

Children learn when they are in a safe and caring environment where they are stimulated through play. made

I will strive to provide your child with an environment that will be caring, fun and stimulating. I will implement ideas from the Early Years Foundation Stage and include:

- CD - Creative Development
- CLL - Communication, Language and Literacy
- KUW - Knowledge and Understanding of the World
- PD - Physical Development
- PSED - Personal, Social and Emotional Development
- PSRN - Problem solving, reasoning and Numeracy

These activities will include but are not limited to:

- Dressing up clothes.
- Books
- Small world toys
- Construction toys (Lego, Duplo etc)
- Pretend play (toy kitchen etc).
- Water play
- Arts and Crafts.
- Outings
- Cooking
- Gardening
- Outdoor play and equipment
- Computers

I will ensure there is a balance of adult led and child initiated activities delivered both indoors and out.

I will regularly observe your child and make records; these will enable me to make plans on how I can help your child move onto the next stage of their development.

If there is a particular activity that you would like me to do with your child, please let me know. I am very happy to support activities that you are doing at home or events that have happened. For example if you have been to a wedding I can continue this theme by providing the children with material to use as wedding clothes and help them understand through books and other resources.



Activities

## Internet Safety Policy

The internet is an incredible resource for children to access, support for their homework, chatting to friends etc., but it can also be a very dangerous place for them. They can be exposed to inappropriate material, harassment and bullying, viruses and hackers and be conned into giving away financial information. They can also be vulnerable to on-line grooming by pedophiles.

As a Childminder I offer children the opportunity to use the computer and the internet; however I have introduced a range of procedures to ensure their safety.

I have a filter on my computer that blocks out most inappropriate material

I do not permit the children to go onto chat rooms

I check the childrens emails to ensure that they are not being bullied or sending anything inappropriate

I talk to the children about the websites they are using

I am always nearby so can keep an eye out on what websites they are visiting

I check the history on the computer regularly

I discuss with the children about the importance of keeping safe on line, not forwarding on chain letters, not talking to people they don't know, not giving out personal information that could enable people to identify them, to tell me if they are worried about anything and to never arrange to meet anyone they have spoken to online.

The children are only allowed to use the webcam under supervision

If you would rather your child was not allowed access to the internet then please let me know.

I am also aware of the need to limit the time children spend on computers and will develop strategies to ensure that they spend a balance of time engaged in ICT and other activities.



Activities

## *Large Equipment Policy*

It is well known that exercise is vital to aid the physical development of young children and to encourage them to continue a healthy lifestyle into their adult years.

I encourage the children in my care to join in all sorts of different physical activities and provide a range of resources to make it fun and enjoyable.

Whilst this provides lots of opportunities for developing new physical skills and enjoyment it also brings danger. Children need to learn about danger and risk taking, however in order to make the garden a safe environment and to reduce the risk of possible accidents I have put the following procedures in place:

Children will be taught the dangers of the equipment in a way that is suitable for their stage of development and understanding.

Children will be encouraged to take turns and share equipment.

The equipment will be checked/cleaned before use for animal faeces.

The equipment will be checked for wear and tear/ damage regularly and withdrawn from use if faulty.

Children will be encouraged to participate but will not be made to do any activity that they are uncomfortable with



Activities

## *Sand Pit Policy*

Whilst sandpits can provide great play and learning opportunities they can also pose several health and safety risks.

I will only use sand that is suitable for play and purchased from a recognised source.

I will regularly ensure the sand is changed; in between I will sieve for foreign bodies and rinse through with a diluted sterilising agent if applicable. Toxoplasmosis can be spread from cats to humans through dirty sandpits. Toxoplasmosis can harm an unborn child, but is usually a mild illness in children and adults. It causes a rash, swollen glands, fever and feeling unwell.

I will ensure the sandpit has adequate drainage to prevent the sand from becoming water logged. Insects can live in damp sand and may bite or sting children.

I will ensure the sandpit is covered to prevent it being used as a litter tray by cats and other visitors to the garden.

I will ensure that the children are closely supervised whilst playing in the sandpit.

I will teach them about keeping the sand low to avoid it getting in their own and others eyes.



Activities

## *Water Play Policy*

Children can have great fun playing with water and it can also support their development in a variety of ways. However there are safety issues when children play with water and I have therefore put the following procedures in place:

Children will never be left unsupervised with water.

If a child needs my attention I will make sure the other children are safe.

Water trays will be immediately emptied when not in use and refilled each day.

I will support the children to learn about water safety.



Activities

## Skipping Rope Policy

Physical exercise is very important to aid children's physical development and to support confidence, however it is vital that any equipment is used safely to avoid unnecessary accidents.

There have been several serious incidents involving skipping ropes and I have, therefore, decided to follow the guidance from the British Heart Foundation's booklet 'Active Playgrounds, A guide for Primary Schools'

### Safety considerations

**Footwear :** pupils will need to wear supportive footwear. Children may need to be encouraged to wear trainers for playground skipping if their outdoor shoes are not considered to be safe.

**Space:** Children need to be made aware that they require adequate space all around them to be able to swing the rope without making contact with other ropes or skippers. A designated playground area is, therefore, advised and other non-skipping pupils should also be made aware of the dangers.

**Clothing:** sensible, loose-fitting clothing which allows free movement of the legs and arms.

**Weather conditions:** Certain wet playground conditions or very hot weather may be considered unsafe.

**Fluid intake:** this is particularly important in warm weather conditions to avoid dehydration and prevent the body from overheating. Children are not as efficient as adults in controlling body temperature.

**Rope length:** For individual skipping, when children stand in the middle of the rope and pull the handles upwards, the rope handles should reach the armpits. They can be shortened by tying knots at each end just below the handles.

**Inappropriate use of the ropes:** Children need to be made fully aware of the possible dangers of not using the ropes appropriately and correctly. Children will be supervised at all times when using skipping ropes.



Activities

## *Outside Activities Policy*

Outside play is very important to my setting it is great for physical development and children love the fresh air.

I will provide wet weather gear for the children so the garden is available to the children all year.

Children will be made aware of what to do if I need to evacuate the garden in an emergency and go inside. Evacuations test will be carried out with the children too. See page 26.

Fluid intake: this is particularly important in warm weather conditions to avoid dehydration and prevent the body from overheating. Children are not as efficient as adults in controlling body temperature.

After any activity outside children will be encourage to wash hands when they enter the building especially before eating food.



## Trampoline Policy

It is well known that exercise is vital to aid the physical development of young children and to encourage them to continue a healthy lifestyle into their adult years.

As an Ofsted Registered Childminder I encourage the children in my care to join in all sorts of different physical activities and provide a range of resources to make it fun and enjoyable. One of those resources is a large trampoline. I am sure that like me you have read articles in the press about the potential dangers of these trampolines, which is why I have put together the following procedure:

Minded children, of any age, are not permitted on the trampoline without written permission from their parents (please see Trampoline Permission Form)

All children will be supervised at all times on the Trampoline by a responsible adult.

The trampoline may only be used when the safety netting is in place.

The safety netting and the trampoline will be checked regularly to ensure it is in a good condition.

All children using the trampoline must listen and follow any instructions from me, failure to do so may result in them no longer being permitted to use this piece of equipment.

The trampoline will only be used by the recommended number of children.

If you have any concerns regarding your child using this piece of equipment please do discuss them with me.



Activities

## Video Game Policy

I have a number of video game resources that are available for the children in my care.

These games can be very helpful in developing skills such as

Hand eye co-ordination.  
Timing.  
Turn taking.  
Educational .

However I feel that the time spent on these should be limited. I will discuss with parents on a regular basis the games that they are happy for their children to be playing and how long I will allow them to play. I will work with you to develop strategies for limiting the time played so as for it not to become an issue with your child. For example time warnings, providing memory cards so games can be saved etc.

I will not allow any child to play with games that are of a violent nature. If your child wishes to bring games with them to play I would be grateful if you would discuss with me first, as I care for children of all ages and I need to ensure the suitability of them.

If you do not wish your child to play with video games or if they have a condition that might be triggered by them please let me know.



Activities

## Television Policy

I limit the time children in my care are permitted to watch television.

The watching of television programs, DVD's and videos is normally restricted to times such as, a short session after lunch to provide the children with a quiet time to rest and allow their dinner to go down.

If a child is feeling a little off colour and needing more rest then it may be appropriate for them to watch more television that day.

I ensure that any programs watched are suitable for all the children in my care. If your child wants to bring a DVD or video to watch at my house please check with me first as it must be appropriate viewing for the younger children.

Recent research has shown that excessive watching of TV can actually cause problems for some children.

It can affect their social and communication skills, as there is no interaction.

Television is very fast and children get used to this pace of entertainment, this can then result in them becoming bored and frustrated at the slower pace of school teaching.



Activities

## *Paddling Pool Policy*

Children can have great fun using a paddling pool and it can also support their development in a variety of ways. However there are safety issues when children play with water and I have therefore put the following procedures in place:

Children will never be left unsupervised with water.

If a child needs the toilet then all children will come out of the pool and come inside with me.

If the doorbell rings again all the children will come out of the pool and come inside with me.

I will take my phone outside with me.

I will take enough towels and spare clothes outside.

The pool will be immediately emptied when not in use.

The pool will be refilled each day when in use.

I will support the children to learn about water safety.

I will never make a child go into the pool if they don't want to but will provide activities they can do in the pool area.

I request that parents inform if their child has a verruca on their foot so measures can be put in place to prevent them from spreading.

If toddlers and babies are in nappies I will request parents provide some form of swimming nappy to prevent the pool from becoming contaminated.

Emergency procedures are in place and I maintain my first aid certificate.