



**DISCLAIMER:** I implore you to take your time to read carefully and I will do my best to answer questions you might need a little clarification. Information can be email to you.

**PS:** Whenever I say parents in this document I mean parents and carers and whenever I say child I mean children

## **Accident/Incident**

The safety of your child is paramount. It is therefore my sublime duty to ensure that I take every measure I can in protecting your children from hurting themselves whilst in my care.

**However sometimes accidents do happen and in any such event;** All children fall and bump themselves so it is crucial that they receive the right treatment. Emergency medication for serious conditions (i.e. allergies) will be stored accordingly. This will be easy accessible in case of emergency. I would seek appropriate advice from parents on administering this medication if required. I am First Aid qualified and am required to maintain my certificate by renewing every 3 years or when necessary. First Aid boxes are available fully stocked.

- I will comfort the child and reassure them.
- I will assess the extent of their injuries and if necessary call for medical support/ambulance.
- I will carry out any first aid procedures that are necessary so far as my basic first aid training allows.
- Once the child is more settled, I will contact you as soon as possible to inform you of the accident and if necessary ask you to return to care for your child or in the event where an ambulance is called already meet me at the hospital.

**After every accident, no matter how minor and including all near misses:**

- I will complete a report in my accident book.
- Ask you to sign the report and provide you with a copy.

**If the accident/incident requires any medical treatment: OR** I feel further medical help is required, the child will be taken to the nearest Accident and Emergency department, or walk in centre. If deemed necessary, an ambulance will be called. I will be accompanying the child and take the child's records which will contain details of the child's doctors and any allergies that they may have. Parents will be contacted immediately so that they can join the child at the hospital.

**Edgware walk in centre, Edgware Community Hospital, Burnt oak- telephone- 02087326459**

- I will Inform RIDDOR and Ofsted as per the guidelines under *Standard 14.3 Children Act regulation*, about any significant events.
- I might inform my Insurance Company.

- I will Contact the Brent Early Years for additional advice/support.
- It is important that you keep me informed regarding your child's condition following an accident and any medical condition you may have sought.

### **Administration of Medicine**

My setting promotes the best possible care; therefore, all medication that is required by a child must be recorded before I can administer this medication. It is the parent's responsibility to ensure that I am aware of any medication that has been administered before attending, and why it has been given so that all I am aware to prevent overdose of medication.

Medication will be stored as advised on the packet. I will not administer the medication that is out of date. All medication will be administered according to instructions on the packet. A form for parents to fill in and sign is available at the setting when you drop off your child. This will ask parents for the following information:

- Child's name
- Name of medication and reason for medication
- Time that medication is required
- Amount of medication required
- Parent signature
- my signatures

All short term medication will be stored in either medicine cupboard or fridge and details displayed on the white board.

If a child is regularly on medication (such as inhalers etc.) then the parent will be asked to give permission to administer it on a regular basis. I will then complete a medication form to advise when this medication has been given to the child, and parents must sign to acknowledge this.

Non prescribed medication such as Calpol, teething gels and cough medicines may be provided for children and will be documented in the same way as prescribed, however non prescribed medication will not be administered on a regular basis.

### **Alcohol and Drugs**

- It is my policy to keep children safe when they are in my care. In order to do this, I will ensure that neither I, nor anyone else who has contact with the children whilst at my setting, is under the influence of alcohol or any other drug, which may affect our ability to care for children.
- As an Ofsted registered child minder, I work alone and will have sole responsibility for your child whilst they are in my care. It is vital that I am alert at all times to any dangers/hazards;

be focused at all times to render effective supervision and provide the necessary protection. In order to do this effectively I must not be under the influence of alcohol or any form of drugs (including some prescription medication). If I am prescribed any medication, other than routine antibiotics I must inform Ofsted who will make a decision as to whether I can continue to mind whilst taking that medication. I would not drink any alcohol before or during minding hours.

### **Parents/clients**

- It is possible that as a parent/client you would have alcoholic drinks during events such as work leaving parties; Christmas parties to mention only two. In such situations, I would prefer if you could arrange for another responsible adult to collect your child; especially if it is your intention to drive home after picking up your child. Alternatively, you may notify me and I could delay the pickup time if possible.

### **Children**

- Drugs and alcohol are now more readily available to younger children. If I have any concerns that your child may be drinking alcohol, taking drugs or smoking I will discuss the matter with you immediately and work with you in supporting the child. However, I reserve the right to terminate our contract with immediate effect if I am concerned that your child's behaviour due to drugs/alcohol may be putting the other children I care for in any risk.
- If you have any concerns or questions regarding this policy, please do not hesitate to contact me.

### **Behaviour and Procedure policy**

- I aim to create an environment that encourages positive behaviour in children. With clear and consistent boundaries, children are prompted to make good decisions, resulting in a calm and fun atmosphere conducive to learning. I believe children should be taught as to why certain behaviour is negative and others behaviour positive. Understanding why we should behave a particular way, and how our actions affect those around us, will result in a child developing good behavioural attributes because they have been taught to make good choices as opposed to simply because they have been told to behave this way.

- All children and adults will be treated with equal concern and will be made to feel welcome in my home. I will aim to offer a quality service for parents/carers and children alike. I recognise the need to set out reasonable and appropriate limits to help manage the behaviour of children in my care. I will do this by providing a happy well-maintained environment, and the children will be encouraged to develop social skills to help them be accepted and welcomed in society as they grow up.
- I expect parents to inform me of any changes of circumstances in the child's home, any other change that will affect the child's behaviour such as new baby, parent's separation or bereavement. All **information will be confidential, unless there appears to be a child protection issue.**
- I will work together with parents to make sure there is consistency in the way children are cared for; I believe that a consistent approach benefits the child's welfare and makes sure that the child is not confused, making them feel secure in the setting. I will welcome regular review meetings with parents to discuss their child's care and any issues of concern.
- I will only physically intervene, and possibly restrain a child to prevent an accident such as a child running onto a road, or prevent injury or damage. All significant incidents will be recorded in an incident book and will be recorded in an incident book and will be shared and discussed with the parents so that we can resolve any behaviour issues.
- I do not and will not, administer any form of physical punishment. I will endorse positive behaviour using a positive discipline. I will aim to be firm and consistent so that children know and feel secure in the boundaries set and understand that boundaries are there to guide them not restrict them. I will encourage responsibility by talking to children about choices and its consequences. I will ensure that the children maintain their self-esteem by showing I disapprove of the behaviour not the child.

**I will follow these guidelines:**

- From time to time children will have difficulty learning to deal with their emotions and feelings and this is normal to the development of every child. I will acknowledge these feelings and try to help children find constructive solutions in liaison with their parents.
- Distracting and re-directing children's activities are used as a way of discouraging unwanted behaviour. I will encourage responsibility by talking to children about choices and possible consequences.
- I aim to be firm and consistent so that children know and feel secure in the boundaries I set. I will respond positively to children who constantly seek attention or are disruptive.

**I encourage appropriate behaviour by:**

- Setting a good example, I aim to be a positive role model as children tend to imitate what they see. Children learn values and behaviour from adults.
- I will readily praise, approve and reward wanted behaviour, such as sharing, to encourage it to be repeated. Using praise helps to show that I value the child and it helps to build their self-esteem.
- I will praise children to their parents and others when they have behaved as expected.

I try to be consistent when saying “**NO**” and explain reasons why it is not appropriate and considered unwanted behaviour.

I will not use casual phrase like “if you do that again I’ll flush you down the loo” etc.

**My expectations are flexible and realistic and are adjusted to the age level of understanding, maturity and stage of development of the child.**

I involve children in setting and agreeing house rules. I will encourage children to behave according to our house rules attached to this policy. Hitting and hurting are always wrong and are not permitted in my home.

If I have any concerns about a child’s behaviour, which are not being resolved, I will ask permission from parents to talk through behaviour with a childcare professional such as a health visitor, inclusion team or local childcare advisor for confidential advice.

Concerns that could identify a particular child are kept confidential and only shared with people who need to know this information.

### **Confidentiality Policy**

I have a duty of care and a contractual obligation to ensure each individual's confidentiality. **All verbal and documented information relating to children and their family will not be shared with a third party unless it relates to situations where the duty of care overrides confidentiality.**

I expect parents to inform me of any changes in the child's home or circumstances with care arrangements, which may affect the child's behaviour, such as a new baby, parent's separation/divorce, new partner, or bereavement. **Information will only be shared if the parents give permission or there appears to be a child protection issue.** Please refer to my Safeguarding children policy.

I am registered with the Information Commissioners Office (ICO), which is renewed every twelve months.

I am aware of my responsibilities under the Data Protection Act 1998 and the Freedom of Information Act 2000. All written records will be kept in a file and securely locked away. If a child is identified as a child in need under the Section 17 of the Children act 1989, I will, as a coordinate with the parents' permission, give appropriate information to referring agencies.

As a Special, Educational Needs Coordinator (SENCO) I follow measures set out by the Special Educational needs (SEN) code of Practice 2001 and the Disability Discrimination Act 1995. I will also follow procedure set out by the SEN code of Practice and Brent Code of Practice, please refer to my Special Educational Needs Policy.

All information shared will be kept confidential ensuring all documents pertaining to any child and their family is kept in a lockable cabinet. Once a child leaves the settings, all assessments are handed to parents. All other personal information is kept for two years, apart from all medical information and Accident forms which I am legally required to keep for 21 years. **I would be grateful if you too will respect my families confidential by not repeating confidential or sensitive information to other parties.**

Ofsted may require seeing my records at any time. Parents will have access to their own child's records but not to others. As you can appreciate, I take a professional approach when child-minding, therefore please do not embarrass me by asking me to reveal or discuss anything about others who use the setting that could be of a confidential nature.

### **Complaints procedure**

As a professional child minder, my aim is to provide you with a reliable and consistent service at all times. I want you to be completely confident in my services. I aim to work in close partnership with all parents to meet the needs of their children.

If, however you are unhappy with any aspect of the services I have provided to you, this is how you could lodge a complaint. The primary emphasis in this policy is that of satisfaction with the object of resolving any complaints speedily, swiftly, simply and fairly.

If there is, any aspect of my service that you are not happy with please bring it to my attention first and foremost. This may take an informal approach of verbally notifying me of what it is that you are unhappy with. Every effort would be made in discussing the concerns raised and steps taken to address them.

Complaints could also be made in writing. All complaints made in writing (letter, fax, e-mail) would be acknowledged and given the formal attention it deserves. They would be logged as a formal complaint detailing the date, name of complainant/parent, subject of the complaint etc. As per the Ofsted guidelines. These complaints would be given the written responses they deserve.

All complaints will be treated confidentially and all corresponding records will be stored securely. You will be notified of the outcome and receive copy of any written records regarding the complaint within **28 day** including any action taken. After a complaint has been resolved, any recommendations for changes in procedure will be made and noted against the complaints policy. I will also keep a summary of the complaint to provide on request to any parent of a child for whom I act as a child minder and Ofsted. The summary will not include the name of the person making the complaint. Records will be kept for 10 years.

Depending on the nature of the complaint should a parent/client not be satisfied with the outcome, they are at liberty to phone Ofsted to investigate on **0300 1231231** or email [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk) or write to: Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD or call Pacey Helpline on **020 7403 2230** [www.pacey.org.uk](http://www.pacey.org.uk)

I shall from time to time give parents/clients the opportunity to constructively criticise me and my way of working through client questionnaires. This could help me raise my game on all aspects of my service I am highlighted as fallen short.

## **Emergency Evacuation Procedure**

In order to keep the children and myself safe I have developed the following procedure to evacuate my home in the event of an emergency.

This may be as a result of a fire, flooding, gas leak etc.

The children will regularly practice the evacuation procedure with me so they will not be alarmed in the event of the situation being real. Practices will be carried out on different days of the week to ensure all children practice and the details recorded in the evacuation log.

- Sound the alarm (this is a whistle)
- Evacuate the children using the safest and nearest exit available (Babies and toddlers will be carried to safety)
- Take:
  - Attendance Record for the day
  - Contact numbers
  - Mobile phone
  - Assemble at Rose bates
  - Contact the emergency services
  - Comfort and reassure the children
  - Arrange safe place for the children to stay until parents can collect them
  - Follow the instructions of the Emergency Services
  - Do not return to the building until the Emergency Services have declared it safe to do so

### **Emergency backup cover**

Known responsible adult – Mr. Isliker

Backup Register childminder – Gifty Quainoo / Telephone: 07949 764986

Known responsible adult – Katelyn Isliker / Telephone: 07479300317

Backup Register childminder – Jessica Alexandra Telephone /: 07984808311

### **Exclusion**

I operate an inclusive Child minding 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 not to bring their child to my home for a short period. 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
- if a child is on antibiotics that they haven't taken before and it is within the first 3 days of the course (in case of an allergic reaction)

I assure you that I know the difference between sick children and teething, please do not send a child who cannot join in with the usual routine due to sickness. And not to mask symptoms with infant paracetamol before they arrive at the setting. I cannot make doorstep decisions, do ring me first to discuss your child's condition.

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 me or my home

I would already have discussed my concerns with the child's parents and worked with them over a period to address their 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.

**Please note**

If payment is not received within the days agree, including all late fees, your child will not be accepted into my home. If 7 days pass without the payment being made, the childcare services will be terminated and the collection process will begin.

My aim is to promote an inclusive environment where diversity is celebrated and prejudice and discrimination are challenged through positive reinforcement. I am committed to promoting an environment where everyone receives equal opportunities. I do not discriminate on the grounds of age, gender, sexuality, class, family status / background, disability, learning difficulty, ability, ethnicity, culture, religion or the mother tongue of the child and parent. I treat all children with equal concern and respect. Part of the Settling in Session Procedure is to gain all the relevant information from parents to ensure I meet each child's individual needs. I will identify and work with all legislations and existing codes of practices produced by appropriate commissioners, for example the Equality and Human Rights commission and the Equality Act 2010. I recognise all children have rights and entitlements and I work in partnership with parents to make sure their individual needs are met. Please also refer to my Partnership with Parents Policy.

All children in my care will be treated fairly and will have an equal right to be listened to and valued in the setting. I encourage all children to recognise their own unique abilities and to gain an understanding of themselves as individuals with their own beliefs. I also encourage all children to celebrate their differences within the group and encourage them to play together and make friends, as well as encouraging them to value and respect each other. I recognise the effect we as practitioners have on children's thinking and aim to create an honest learning environment in which children's questions are answered accurately and one which is sensitive to their individual needs and feelings. I aim to provide an environment and resources that celebrate diversity. I understand that all children have a need to develop and by providing the appropriate range of resources, children can explore and discover the things and people around them. This will enable them to develop their awareness of the diverse community they live in. All children in my care will receive equal access to all resources and those that have difficulty accessing the resources, will be given the support they need.

Children in my care have access to a wide range of books, puzzles and toys that provide a positive imagery and example of diversity of life in our society in accordance with inclusive practice guidelines within the Early Years Foundation Stage. I provide a range of challenging yet enjoyable opportunities for each child to learn, taken into account their age and stage of their development. I will use posters, pictures and other resources to display positive attitudes towards disability, ethnicity, cultural and social diversity to ensure all children and their families feel valued I welcome parents and visitors of all faiths and abilities to the setting and value their contribution to the curriculum. I encourage parents to share with us any festivals, special

occasions or artefacts, which may enhance the children's learning and understanding. I also aim to make religious and cultural festivals that are celebrated in the local community a key part of the children's time at the setting irrespective of my own beliefs as a child-minder. I take a sensitive approach to any festival we celebrate, encouraging children to dress up, dance, eat and drink in order to fully immerse themselves in the culture they are experiencing. I focus on child initiated play and will provide the support, equipment and resources the children need to develop their individual ideas to 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. My menus are developed to take account of the dietary/cultures requirements of all children in the setting. I encourage the children to develop respect of each other to feel good about themselves and others and celebrate the difference that makes us unique.

If you have any concerns regarding this policy, please discuss them with me.

### **Food and Drink**

As part of my healthy living policy, I provide a high standard, good quality meals that are nutritionally-balanced and attractive, taking into account children's religion, cultural backgrounds, dietary requirements, likes and dislikes, allergies or family request and other needs

I work closely with families; I ask parents to start the weaning process at home and to provide me with established food so they can introduce new taste at home.

I would like all children in my care to eat well, and enjoy their food.

The sharing of food can play an important part in the social life of your child as well as reinforcing the child's understanding of the importance of healthy eating.

I will ensure that:

- All meals and snacks provided are nutritious, I avoid large quantities of fat, sugar, salt, additives, preservatives and colourings as recommended by the Food Standards Agency.
- Your child's child medical and personal dietary requirements are respected as stated on their records.
- Dietary rules of religious groups and also of Vegans/vegetarians will be researched where appropriate.
- I will provide your child with pasteurised Milk, and any alternative provided will be at the parent's discretion.
- I offer fresh drinking water to all children throughout the day as good practice and it is a statutory.
- I will ensure that my Food Safety training is up-to-date by updating myself with relevant information and attending refresher training at least every three years. Certificate is in my folder.

I will provide clean age appropriate crockery and cutlery to enable the children to eat their packed lunch or prepared meals.

If there is an outbreak of food poisoning affecting two or more Children looked after on my premises I will notify Ofsted as soon as possible not later than 14 days of the incident occurring in order to comply with regulations.

- Where parents provide children with their own meals, (healthy options)

I will provide chilled storage for packed lunches and appropriate storage areas for other foodstuffs. Temperatures are monitored regularly.

- If there is an occasions I consider any food or drink in a child's bag to be unsuitable for the healthy living ethos, I will have to remind parents of the need for healthy eating in my policy.

### **Food Supplied by Parents**

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

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- Food brought to the setting by a carer must be in a named lunch box
- I will store lunch boxes in a cold environment.

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.

## **Health and Safety**

**The Health and Safety of your child is very important to me and I have therefore documented the Following procedures.**

- 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 carry out a visual risk assessment of my home every morning before the children arrive to ensure that it is a safe environment for minded children

- All plug sockets not in use have socket covers.
- All equipment will be checked and cleaned regularly. All equipment is fitted with the correct safety harnesses to prevent accidents, for example highchair and pushchairs.
- Car seats are checked regularly to ensure they are correctly fitted. This is according guidelines set out by the government's car seat regulations

My car is regularly serviced and MOT. I keep the safety locks on the back doors, and my car insurance is for Business use.

I use safety equipment appropriate for the children in my care, i.e. stair gates, cupboard locks etc. These are checked regularly.

- I will keep my front door locked to stop the children running outside into the road and opening the door to strangers.
- I have procedures in place in the event of a fire (see fire evacuation policy). Fire evacuation is practiced termly. Smoke Alarms are checked as part of my regular risks assessments.

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 my home (see no smoking policy)

I follow strict hygiene guidelines to prevent contamination. I keep my kitchen very clean, following hygiene guidelines on the storing of food, keeping the fridge at the correct temperature etc. set out in the Safer Food Better Business for Child-minders. I have taken a Food Safety Course and I retake every three years.

- I have strict Child protection guidelines in place (see safeguarding children policy)

Children must stay with me when we are away from the home. Younger child will be strapped in a pushchair; older children will either be on a harness or wrist strap, or holding onto the hand/pushchair.

All outings are risk assessed and I seek permission from parents for regular excursions and specific permission for occasional ones. See Outings policy.

- I have emergency contact details with me at all times should I need to contact the parents.
- I will 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 encourage indoor and outdoor play throughout the day.
- Sleeping children will be regularly monitored and I use a baby monitor.

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

- Medicines are only administered with parental permission with instruction given by their GP, Dentist or Optician.

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

## **Inclusion**

**The following policy supports the requirements and standards:** Meeting the Early Years Foundation Stage welfare requirements

### **Safeguarding and promoting children's welfare**

I take necessary steps to safeguard and promote the welfare of children.

### **Learning and development**

Children develop and learn in different ways and at different rates and all areas of Learning and Development are equally important and inter-connected.

### **Equal opportunities – Standard 14**

The National Minimum Standards for Child-minders state that “all children receiving a service from a child-minder are treated with equal concern and respect”.

Inclusion is the practice of removing barriers to participation and learning so that everyone benefits fully from play educational opportunities. It is characterised by a culture that not only

respects but also welcomes diversity and involves active partnerships between parents, education practitioners and specialist service staff. I continually reflect on my practice and increase my knowledge about equality issues and also make sure that I actively include all children and their families in my settings.

- I provide a range of challenging and enjoyable opportunities for each child to learn and develop to their full potential, taking into account age and stage of development, gender, ethnicity, religion, home language, and ability.
- I provide, and make sure that all children have access to, a range of books, toys and other resources, which reflect positive images and examples of the diversity of life in our society, in accordance with the Inclusive Practice guidelines within the Early Years Foundation Stage.
- I will work closely with parents and other agencies where appropriate to ensure individual children's needs are met.
- I will ensure that my business documentation, policies and documents are accessible to all. (With the exception of the confidential ones)
- I will promote self-esteem and appreciation of others by celebrating the differences, which make us all unique.
- I will regularly review my risk assessments to ensure accessibility and reasonable adjustments are made.
- I will challenge racist and other discriminatory remarks, attitudes and behaviour from all children and adults with whom I have contact.
- I am aware of all legislation and existing codes of practice produced by the Equality and Human Rights Commission and under the Equalities Act 2010.
- I will give care to all children regardless of their individual needs, and the possibility of reasonable adjustment.

- I will regularly review, monitor and evaluate my practice and keep up to date by attending relevant training and adhere to relevant legislation to ensure equality in my service.

### **Late Payment of fees policy**

I work as a registered child minder 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 7<sup>th</sup> day following the original invoice, I reserve the right to make an additional charge 'Late payment Fee' as per our contract to cover any bank charges, I may have incurred. If at this point, I still have not received payment I reserve the right to cease minding your child with immediate effect and seek legal advice from the Professional Association for Childcare and Early Years (PACEY) formally known as National Child minding Association (NCMA)'s Solicitors or small claims court. This may result in you being summoned to attend a hearing at County Court and if the judge finds in my favour, you will 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 such as NEG or through Universal Credit.

## **Lost Child**

I have the highest regard for the safety of the children in my care. I am extremely aware of the potential for children to go missing during out and about or at home

The care of your child is vital and I will always try to ensure that they remain with me and are safe.

I will safely supervise all children in my care when I go on outings or trips.

I also understand that even when all precautions are properly observed, emergencies can still arise.

### **The following procedure will be activated 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 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
- I will then alert the police and provide a full description
- I will then alert the parents of the situation
- LADO and Ofsted will be informed

**I take precautions to avoid situations like this happening by implementing the following measures:**

- Ensuring the children hold my hand or the pushchair whilst we are out
- I will teach children about safety when we are out and about

- Avoid going to places that are overcrowded
- On outings the children wear Hi Vis, ID card with my mobile number, their parent number and my emergency child minders numbers on them.
- I teach the children about the dangers of wandering off and of talking to strangers.
- I will undertake periodic head counts, especially at the transition points between sessions.

### **No Smoking**

- In accordance with the National Standards produced by the Department for Education and Skills, I operate a No smoking policy on the premises of my setting; **No one** is permitted to smoke in my home.
- Therefore, I request that any parents/carers put out any Cigarettes before entering the house.
- I will not take the children into smoky environments and will avoid places that permit smoking wherever possible.
- Thank you for your co-operation
- If you would like help with quitting smoking information, free products and resources can be found at [www.nhs.uk/smokefree](http://www.nhs.uk/smokefree) / stopsmoking @brent.gov.uk

## **Procedures in the event of a Terrorist attack or national emergency**

- Due to the tragic events that occurred on the **7<sup>th</sup> July; London bombing**, it has become essential for a procedure to be in place in the unlikely occurrence of a national disaster or terrorist.
- Being Ofsted Registered Child-minder, the care and safety I offer to your child is vital. 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 we are 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. This can include overnight care since my registration allows me to do this. It may therefore be good practice to provide me with additional supplies of nappies and spare clothes during times of high alert.
- 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. If you wish we can have a pre-planned excuse that I can use to explain your delay in arriving.
- I hope that I never have the need to put this procedure into practice but am happy to discuss with you any aspects of this policy.

Safeguarding Children Policy My responsibility as a childminder is 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 Board (Brent). The Brent Local Safeguarding Children Board is responsible for producing Safeguarding Children Procedures based on national guidelines set out in Working Together to Safeguard Children updated April 2013 (dept. for education). It

monitors the effectiveness of the Procedures systematically and amends them as it becomes necessary. Any concerns whether they be physical injuries, signs or symptoms or concerns raised through conversation shall be recorded. If a child arrives at my setting with injuries the parent will be asked to sign my existing injuries form. I will ensure that the child receives medical treatment if necessary. I have received training on Safeguarding Children (Child Protection) and 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 Brent Social Services, Child protection Team. Under these circumstances I will not be able to keep information relating to your child confidential, as I will need to share it with Ofsted, Social Services and the Police if requested. I use a mobile camera phone to take pictures to share with parents and to record children's interests and development. I will only take pictures with permission from parents or carers. I will discuss with each parent why I will be taking photographs of their child and agree how they will be used within my home setting. (For example a display, marketing literature, website, learning journey etc.) I will request permission for children to be pictured in a group photo. I will endeavour to keep the children out of photographs being taken by other people when we are in public places, for example Children's Centres and parks. If I am concerned that a stranger is taking photographs of the children, I will remove the children in order to safeguard them and call the police if necessary. I will also discourage children from taking pictures of each other unless prior permission is given. Older children are allowed to have their mobile phones about their person with advanced notification. However, I will consult with parents regarding the allowed usage of the phone. I will not use my phone unnecessarily whilst children are in my care. I am registered with the Information Commissioner's Office for Data Protection and I follow their guidance. I will delete any photographs of a child once they leave my setting unless otherwise instructed. I comply with the requirements of the Prevent Duty document. Its aim is to prevent children from being drawn into terrorism through radicalisation by extremists. I have taken training provided by Channel in order to increase my knowledge and improve my skills in recognising the signs and I know when and where to go for help therefore protecting children. Alongside the PREVENT strategy, the Government has stated that all early years' providers must teach children about and actively promote fundamental British values. British Values are defined as: • Democracy • The rule of law • Individual liberty and personal responsibility • Mutual respect • Tolerance of those of different cultures, faiths and beliefs I promote British Values in my setting through activities, being taken out and about in the local community and by leading by example.

## **Physical Contact**

- As practiced Child-minder, I am very aware of the differing needs of the children in my care including their emotional needs. I can differentiate from appropriate cuddling and inappropriate cuddling. Some children like to be friendly and like to show this through hugs and kisses, however others are not. I am happy to hug, kiss (on the head or cheek), hold hands etc. your child providing both you and your child is happy with this. I would never force a child to do any of the above if it made them feel uncomfortable. I encourage children to kiss me on the cheek and not the mouth; I do not pick children up unnecessarily; could this child sit beside me instead of on my lap are some of the questions I ask myself each time.
- I will restrain a child only if they are at risk of imposing 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 there ever is the need for me to restrain your child, this will be documented in my incident book and will be signed by both myself and the parent. This is to protect all parties involved.
- 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, faces 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.

## **Settling in Period and Separation Anxiety**

**Aim**

I make sure that all children in my setting feel safe, secure and comfortable with me  
By making sure my home environment is welcoming where children can settle quickly and  
where consideration is given to the child's individual needs and the parent's wishes.

**Early partnership with me:**

It is understandable as parents you worry about leaving your child with a child-minder. You will probably find that your child reacts in some way; they may be more clingy than usual, or they may be more rejecting. Both are normal reactions, and a little extra attention and love will help them to cope with these feelings. Henceforth it will be my priority to assist in your child settlement; I will work with you to ensure your child is settled and that you are happy with the care that I am to provide.

My reasons for organising settling in sessions for the parents and child is that, it gives you the parent an 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. **Home visits are not compulsory but are available if the need be.**

Remember that your child is used to having you with them wherever they are. That's why it is crucial in helping your child feel secure when you leave. Once you have acquainted yourselves with me on your initial visit, you and I will need to discuss how many visits you think the child will require. The average is three or four sessions of varying length and times of the day. The first visit, you stay for the duration of the visit, the second visit should be a settling-in period; then if and when the child is comfortable - you (the parent) should step out for ten -twenty minutes. The next few visits are a gentle withdrawal of the parent until the child has been left for 2 - 3 hours. I have a lot of experience settling in children and can generally tell how many visits they will need. 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 unable 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 or driving. But please do

not panic if you call and there is no answer, do leave a voice message or text and I will get back to you. Virtually all children will settle in even if there are setbacks, your child will gradually get used to what is a major change in their life.

### **Separation anxiety:**

Separation anxiety is the fear young children have that their parents will leave them.

Separation anxiety typically starts around age 8 months and is most intense between 10 months and 18 months. Children with separation anxiety panic and cry when a parent leaves them, even if only to go into an adjacent room. The intensity and duration of a child's separation anxiety vary and depends partly on the child-parent relationship. Usually, separation anxiety in a child with a strong and healthy attachment to a parent resolves sooner than in a child whose connection is less strong.

Separation anxiety occurs at a time when infants start to become aware that their parents are unique individuals. Because they have incomplete memory and no sense of time, these young children fear any departure of their parents may be permanent. Separation anxiety resolves as a young child develops a sense of memory and keeps an image of the parents in mind when they are gone. Separation anxiety begins to resolve as children get older, usually resolves by 2 years of age. And begin to remember that parents return after leaving.

### **Saying Goodbye**

It is normally best to be open and straightforward with your child about leaving them. Slipping away when they are not looking can be very distressing to a child when they find out you have gone. Do tell your child you are leaving but you will be back for them, then leave without hesitating. It is much harder for a child to deal with you leaving if you are obviously unsure and hovering.

## **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 bettered cared for in their own home with a parent. If a child is poorly, they may still attend with the following symptoms: mild fever; headache; runny nose; mild cough. Any other symptoms must be discussed before bringing your child to the setting.

- I will not care for children who are unwell, infectious or running a high temperature. I have to go out each day to do school runs children centres, library and need to consider the welfare of all the children in my care.
- If your child has had diarrhoea or sickness in the last twenty-four hours please do not bring them, 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.
- I am happy to administer prescribe medication-please see my Administering medication policy.
- I will contact you if one of my own children is not well, inform you of the illness/symptoms and if I am able to work. This then allows you to make an informed decision as to whether to bring your child or not. Parents/Carers are encouraged to take note of this policy and bear in mind the other children in this setting when making a decision in the circumstances above. If you have any concerns regarding this policy, please contact me.

### **Transitions Policy**

As a Child-minder it is a requirement under the Early Years Foundation Stage to **Work in partnership with other settings.**

This will require me with your permission to share your child's development with other settings that your child is attending or about to attend.

So we can work together to support your child's learning in the five outcomes and the six areas of learning.

I will share with your permission the children's learning activities that I also share with you, and the other setting/s will do the same. This will help all of us build a wider picture of how your child is developing.

It will be really useful if you could let me know which setting/s that your child also attends and their contact details and your child's key person so I can contact them.

If you have any queries about this policy, please contact me and we can sit down and go through any worries with you.

#### Transition from Child-minder to School

If your child does not attend another setting or your child attends this setting the most During the week I will arrange teacher visits and transitions forms to be completed and

Provide learning journeys for you to share with the school and will be asking for your Comments on your child's development.

I will also Endeavour to share any policy changes with parents and I let you know of any Changes within month of any changes made. All my policies are available to read or I can email you copies.

### **Transporting Children in a Car**

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

- I have a full, clean driving license, which is available for you to see on request
- I will ensure my car is in road worthy condition by having it regularly serviced by a reputable garage
- I will ensure it complies with all legislation, MOT, Car Tax etc.

- I will ensure it is covered by Business Use, Car Insurance and the Certificate is available for you to see
- I will avoid where possible taking your child to a petrol station, by filling up my car before or after my minded hours
- I will ensure all car seats are correctly fitted, age and stage appropriate for the children using them and that they are correctly strapped into them
- I will ensure that the child safety locks are in use on my car
- I will always carry a mobile telephone with me in case of an emergency but will not answer it whilst driving. I will return calls on my return
- I will always carry identification for me and the minded children in case of an emergency
- I will always carry a First Aid kit in the car in case of an emergency
- I will never leave a child unattended in a car.

### **Uncollected Children Policy**

**Research has proven that children's cortisol levels goes up when these happens often, I have an obligation to stay with any uncollected child at the end of the day, until that child is collected.**

In the event that a child is not collected by an authorised adult at the end of a session/day, the following procedures would be followed. This will ensure the child is cared for safely by me (child minder) this would ensure that the child receives a high standard of care in order to cause as little distress as possible.

Parents are made aware of the procedures so that, if they are unavoidably delayed, they will be reassured that their child will be properly cared for.

These procedures are written in line with current guidance Early Years Foundation Stage (EYFS).

I will only release the child from my care to adults who have permission to collect him/her. I will therefore ask them to provide me with a list of people authorised to collect their child. It would be helpful, if they are introduced to me, to include a description or a photograph for me to keep on file.

In the event of an emergency, we can operate a password system where they can send someone not authorised to collect their child but who is able to give the password. It is agreed with parents how this person will be verified. If a child is not collected at the end of the session/day, the following procedures are carried out:

- 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 the child. I will reassure the child that parent a
- re on the way and if necessary organise additional activities and a meal. If a child is not collected within one hour of agreed time, I will try calling the parents contact numbers. If that is not successful, I will try to call the emergency contact numbers. I will only hand the child over to a person on that list. During this time, I will continue to safely look after the child. **This time will be charged at a higher rate, which will be specified in your contract/late collection policy.**

I will continue to try to contact the parents and emergency numbers, but after a reasonable amount of time of several hours from the original time agreed collection time, I will inform social care services and follow their advice. (In the case of a terrorist attack or National Emergency then this procedure will not be put into practice-see separate policy.

Under no circumstances will I go to look for the parent, a full written report of the incident will be recorded in the child's file and kept confidentially; Ofsted may be informed

### **Visitors in the Setting**

- As a home-base 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 try, when possible, to organise 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.

### **Working in Partnership with Parents**

**Like the old framework, the updated Statutory Framework for the Early Years Foundation Stage stipulate that parents and families are vital to a child's wellbeing and practitioners should support this relationship by sharing information.** I know that you the parents are the child's main carers; with this in mind I put drive into working with you to provide quality care for their children.

I aim to provide excellent customer service. I provide that service by being accommodating, polite, smiling, aware of your needs, making you feel welcome and valued, making sure that you are an important part of my team.

The fact remains - the relationship between parents and practitioners is fundamental to a child's growth and learning development. 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. Is there anything your child particularly likes or dislikes, are there any 'family words' for particular things, does your child have a special comforter and so on. Mention anything you feel may be relevant. In line with this policy I will always seek to inform and involve you (parent) if a child has suffered or has acted in ways which have been hurtful or upsetting to another child or me, at the earliest opportunity, as I positively welcome your involvement and support.

It is, important that I have an excellent communication system with you. 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. Parents' evenings can be arranged throughout the year (**not door step chat**) to engage in their child's development and to see what their child's has been doing and other aspects. I also write a termly report to let you know of your child's achievements and goals. To keep you posted, checkout our termly e-newsletters

Parents will have access to their child's records and will be consulted in respect to the care given. Parents' permission will be needed if help or advice is sought from outside agencies such as Speech Therapists, Caf (common Assessment Frame and Health Visitors etc.

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.

I value parental input, and when a subject that is of special interest to a parent, or May, indeed, be their vocation, I would enjoy arranging for the parent to come into the setting to share their expertise. Parents will be informed of Ofsted inspections as soon as am able to.

