

**Hilltop House
Childcare**



Ofsted Registered Childminders

Gary & Emma Everson

Childminding Policy Booklet

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Your Notes:



Childcare Policies



Childminders are committed to providing 'the best possible start in life, in the next best hands to your own'.

Through adherence to these policies we will achieve our aim of ensuring individual care for every child.

Listed below are our childminding policies, they are both for your peace of mind and our protection. They are also offered so that you have a clear understanding of how we work at the outset, however, if there is something in any of the policies that you disagree with, it can be discussed and in some cases a compromise can be agreed.

Childminding Policies are an Ofsted requirement.

Our working policies are as follows:

Health & Safety

- Health & Safety Policy
- Hygiene Policy
- Healthy Eating Policy
- Fire Safety & Emergency Evacuation Procedure
- Safeguarding Children Policy
- Sick Child Policy
- Medicines Policy
- Accident & Incident Policy

Organisational

- Service Statement
- Admissions Policy
- Dropping off & Collection Policy
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Health & Safety Policy



The Health and Safety of your child is very important to us and we have therefore documented the following procedures that we 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
- We do a quick risk assessment of our home every morning before the minded children arrive to ensure that it is a safe environment for them.
- All mains electrical sockets not in use have socket covers
- All equipment is checked and cleaned regularly. All equipment is fitted with the correct safety harnesses to prevent accidents, e.g. highchairs and pushchairs.
- Car seats are checked regularly to ensure they are correctly fitted. We will never use a second hand car seat, as we do not know its history.
- Our car is regularly serviced and MOT tested. We keep the child locks on the back doors working. Our car insurance is for Business use.
- We use safety equipment appropriate for the children in our care, i.e. stair gates, cupboard locks etc. These are checked regularly.
- We keep our front door locked with the keys on a hook up high to prevent the children opening the door.
- Sleeping children will be regularly monitored.
- We do not permit smoking in our home.
- Children must stay with us when we are away from the home. Younger children will be strapped in a pushchair, older children will either be on a harness or wrist strap, or holding onto our hand/pushchair.
- We have emergency contact details with us at all times should we need to contact the parents.
- We will work with you to teach the children about safety issues like crossing the road and stranger danger.
- We will work with you to teach the children about making healthy food choices and taking physical exercise.
- We 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 us.

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.
- We will assist the children in hand washing, ensuring that they are washing and drying them correctly.
- We carry an antibacterial hand wash so we can wash the children's hands when out and about.
- We will provide a separate towel for each child which will be changed daily. Each child will also have their own flannel.
- We are happy to help children to clean their teeth after meals if you provide us with a toothbrush and paste.
- We will assist children with wiping their noses when they have colds and try to teach them how to blow their noses. We will explain to them the importance of safely throwing away dirty tissues to prevent the spread of germs. We will also encourage them to put their hand over their mouths when they cough.
- We will disinfect the changing mat between children. We wear protective gloves when changing nappies and use an anti-bacterial spray to ensure surfaces are clean.
- Toys will be regularly cleaned and those used by babies even more regularly as they are often sucked and chewed.
- Sleeping babies will each have their own individual bed linen which will be regularly changed.
- We will follow strict hygiene routines in the kitchen, ensuring the fridge remains at the correct temperature and that food is stored correctly in it.
- We ensure that the children do not have access to any waste, the bins are emptied regularly and any used nappies are double wrapped and placed in the outdoor rubbish bin.

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

Healthy Eating Policy



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

We are happy to provide all children in our care with healthy snacks and drinks, or to cook/serve food provided by their parents.

We encourage children to choose healthy options and to experiment by trying new foods from other cultures. Older children are encouraged to help in the preparation of food and meals. We are happy to discuss menus with parents and cater for children with different food allergies and cultural/religious requirements. If your child has any particular dislikes or favourite dishes please let us know.

We will record what your child has eaten and approximate amounts in the daily contact book. If you have any concerns regarding diet/menu/quantity please do not hesitate to discuss it with us.

We are happy to support you if you are weaning your baby. We have a blender and are willing to make pureed dishes if required.

We do not encourage children to have fizzy drinks, unless it is a special occasion and parents have given permission. Children are offered water, milk or fruit juices.

We do not encourage children to eat sweets on a regular basis, however we do sometimes offer sweets for special occasions. Please let us know what, if any sweets you do not permit your child to eat.

Fire Safety & Emergency Evacuation Procedure



In the event of fire the premises will be evacuated quickly calmly and quietly, all doors and window locks are within easy access to ensure a quick departure.

Exits are available via:

- Front Door to driveway
- Kitchen Door to back garden
- Conservatory door to back garden

Assembly points:

- Front exit, Driveway of N^o 106 Millstrood Road.
- Rear exit, Driveway of N^o 106 Millstrood Road if considered safe to pass so close to the house, otherwise as close to the bottom of the rear garden as possible.

Once assembled a register will be taken and the emergency services called.

Dependant on the age of the children, these procedures will be discussed in a light hearted, but serious way and practiced every two months throughout the year.

We will undertake an additional practice for children new to our care, dependant on the child's age.

Smoke alarms are tested every month.

Safeguarding Children Policy



Our responsibility as childminders is to ensure the safety and welfare of all the children in our care in line with the procedures laid out by our Area Children's Officer (Early Years) East Kent.

The Area Children's Officer 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.

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

If we have reason to believe that any child in our care is being abused in any way we will report the matter to the Duty Social Worker for Canterbury Social Services, Child Protection Team (01227 598500). Under these circumstances we will not be able to keep information relating to your child confidential, but will need to share it with Ofsted, Social Services and the Police if requested.

A copy of "What to do if you're worried a child is being abused" booklet is available for you to read if required. This sets out the guidelines for how we must record any incidents and disclosures and the procedures we must follow.

Please see our 'Allegations of Abuse Policy' regarding how we protect ourselves and our family from allegations being made against us.

Social Services Area Children's Officer (Early Years) East Kent is:

Afifa Ali T: 01227 284556 M: 07825 633810

Social Services Out of Hours: 08457 626777

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

Sick Child Policy



We 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. We are 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. We have to go out each day to do school and pre-school runs and need to consider the welfare of all the children in our care.

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

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

We are happy to administer medication - please see our Administering Medication Policy.

We will contact you if one of our own children is not well, inform you of the illness/symptoms and if we are able to work. This then allows you to make an informed decision as to whether to bring your child or not.

If you have any concerns regarding this policy please contact us.

Medicine Policy



We are happy to give your child non-prescribed medication, such as cough mixture, Calpol or Nurofen, teething gel etc, but only if you have signed a parental permission form for us 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, we will still contact you by telephone to check that we can administer this medication. This is to protect your child, you and ourselves. It is vital that you inform us of any medication you may have given your child before they arrive into my care. We need to know what medicine they have had, the dose and time given.

We will ensure that all medication given to us will be stored correctly and we will check that it is still within its expiry date,

If your child has a self-held medication please obtain an additional one for us to be kept at our home. Older children can easily forget to bring home an inhaler. What could be a simple puff of Ventalin 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 us. We 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 us. We 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.

All medicine given to us 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.

We will record all medication administered in our book and request a parental signature at the end of each day.

If you have any concerns regarding medication please do not hesitate to discuss them with us.

Accident/Incident Policy



The safety of your child is paramount and we take every measure we can to protect your child from hurting itself.

However sometimes accidents do happen and we have written the following procedure on how we will deal with such a situation:

- We will comfort the child and reassure them.
- We will assess the extent of their injuries and if necessary call for medical support/ambulance.
- We will carry out any first aid procedures that are necessary and that we have been trained to do.
- Once the child is more settled we will contact you as soon as possible to inform you of the accident and if necessary to ask you to return to care for your child, or meet one of us at the hospital.

After every accident, however minor we will:

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

If the incident requires any medical treatment we will:

- Inform Ofsted (under Standard 14.3 Children Act regulation, we must inform Ofsted about any significant events).
- Inform our Insurance Company.
- Contact the NCMA/Early Years for additional advice/support.

It is important that you keep us informed regarding your child's condition following an accident and whether you have sought medical advice.

CHILDMINDING SERVICE



We are Childminders registered with KCC and OFSTED

Our fees are:

Monday to Friday is £4.20 per hour from 7am - 6pm, then £5.00 per hour from 6pm - 7pm. Saturday and Sunday is £5.00 per hour. After school care is £5.00 per hour.

We offer the following services:

We work Monday to Friday, 7am - 7pm and weekends 7am - 5pm. These are negotiable as we aim to cater for all requests, however we are not registered for over night care.

We work to our agreed hours and charge for any time in addition to this @ £1.50 for each 15 minute period

Please ensure payment is received in full by cash or cheque on or before 1st session of the week. Late payments will incur a £5 charge.

Half payment, is required for parent/child's holidays, to a maximum of 4 weeks a year, any time taken in addition to this will be charged at full rate, maternity leave and absences, including occasional days off, will be charged at full rate.

Half payment is required for Childminders holiday, to a maximum of 4 weeks a year, any time taken in addition to this will be free of charge; there will be no charge for Childminders sickness, or occasional days off.

Meals can be provided by arrangement, healthy snacks are supplied free of charge by prior agreement with parents.

We offer a range of play activities that include an educational element.

Television is restricted to certain programmes but is negotiable.

Children are not allowed in the bedrooms except for sleeping.

We operate a 'No Shoes Indoors' house.

Children are not encouraged to take food or drink into the lounge.

All children under school age will be given a daily contact book to encourage parents to share in the day's activities and offer the opportunity for feedback, I welcome your suggestions and new ideas.

Our aim is to offer good quality care that meets the needs of the individual child.

We are not permitted to care for sick children and will contact parents if the child becomes unwell.

We operate an equal opportunities and non-discriminatory service.

We are working with KCC under the Child Protection Act and are legally bound to report to Social Services should the need arise

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Admissions Policy



As Ofsted registered Childminders we are restricted to the number and ages of children that we can care for at any one time. These details are on our Ofsted Registration Certificates, which are displayed during our minding hours.

In total we are registered to care for eleven children under 8 years old:

Five children under 5 years

Six children between 5 & 8 years

We also take children over 8 years, but numbers are not regulated by Ofsted.

We are happy to take on any baby/child within our registered numbers and will not discriminate against children or their families for reasons such as race, religion, sex or ability. However we would like to make the following statements:

We already drop off/collect children from Swalecliffe Community Primary School. We are able to collect from one other school, but as soon as this is chosen/arranged we will then be unable to collect from any other school. We are happy to accept children from other schools, if other arrangements for drop off/collection can be made.

We currently don't drop off/collect from any pre-school, so this can be arranged, as long as the timing does not coincide with school runs.

We are happy to take on children with special needs providing we feel we can provide them with the care they need. (For example we will not be able to provide one to one care or look after a child in a wheelchair, as our home is not suitable) If your child has additional needs please discuss them with us first as we do not want to raise your expectations.

All children will be welcomed into our home and we will encourage the other children in our care to support us with this. We require a four-week settling in period on our contract, so if you, your child or we not happy with the arrangement it can be terminated easily. When taking on additional children we must take into consideration the children already in our care who are happy and settled. It would be very unfair on them to introduce a child who was disruptive.

If you have any concerns regarding our admissions policy please do not hesitate to contact us.

Dropping off and Collection Policy



Dropping Off

Please let us know in advance if you intend to arrive at a different time from the contracted one. If you arrive unexpectedly early we may not be ready to care for your child. If you are late, we may have to take children to school/pre-school and will not be able to wait for you. Please discuss with us if you need to change your contracted hours.

Collection

We will only release your child from our care to adults who have permission to collect him/her. We will therefore need you to provide us with a list of people authorised to collect. It would be helpful, if they are not known to us, to include a description or a photograph for us to keep on file.

In the event of an emergency, we 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 us 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 our routine and know when their parents are due. They can become distressed if you are late. Sometimes delays are unavoidable, especially if you are relying on public transport. If you are delayed, for whatever reason please contact us and let us know when you expect to arrive. We will normally be able to accommodate the additional care, however if we are unable, we will contact other adults from the authorised list and arrange for them to collect your child. We will reassure your child that you are on the way and if necessary organise additional activities and a meal.

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

Equally, if you decide to collect your child early, without prior notice, please contact us as soon as you know this will happen, as we may be on an outing, or have activities planned.

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

Equal Opportunities Policy



We give all children in our 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.

All children in our care are given the opportunity to play with all the toys (subject to health and safety with children under 3 years of age). No toys are just for girls or just for boys. We try to ensure our toys reflect positive images of children and people from different cultures and with different abilities. We have toys and resources that challenge stereotypical ideas on what careers are open to men and women.

No child in our care will be discriminated against in anyway, whether for their skin colour, culture, gender, ability or religion. We will challenge any remarks that we feel are inappropriate.

We encourage the children in our care to learn more about their own culture and to find out about the culture and religions of other children. We do this in a fun way through sharing books, colouring sheets, cooking and eating food from around the world and celebrating special festivals. We provide resources such as woks and chopsticks and dressing up clothes.

We encourage children to develop a healthy respect of each other's differences and to value everyone as an individual.

We encourage Parents to share with us any festivals, special occasions or artefacts, which may enhance the children's learning and understanding.

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

Behaviour Management Policy



We as Childminders recognise, encourage and demonstrate positive behaviour. Each individual child will be encouraged and nurtured.

As Childminders we will:

- Give praise and reward good behaviour.
- Give five minutes warning that games need to be finished and cleared away.
- Listen to each child's opinion and include them in any planning.

Each Child will be encouraged to:

- Set a good example to other children present
- Use good manners, saying please and thank you appropriately.
- Listen to the childminder.
- Do as requested, not plead for extra play time, or answer back etc.
- Never use bad language.
- Respect our home, toys and others property.

Physical punishment is not an option, therefore reprimanding in the form of smacking, or shaking, or any other means which may be regarded as humiliating, threatening, or frightening will never be used.

Children will be spoken to calmly and gently, yet being firm when necessary. The only circumstance where it is acceptable to shout is where the child may be in danger.

Behaviour related incidents will be recorded and monitored. Persistent problems will be noted and parents may be invited to discuss the matter with us.

In the very unlikely event where unacceptable behaviour cannot be averted or controlled, we reserve the right to withdraw our childminding service. We will do this only if there is no alternative solution and when the parents have been fully consulted.

Bullying Policy



We do not permit any form of bullying in our home

Bullying can be:

- Physical: pushing, kicking, hitting, biting etc
- Verbal: Name-calling, sarcasm, rumour spreading and teasing
- Emotional: Excluding, 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 we have any concerns that a child in our care is being bullied at (pre-) school or is bullying, we will discuss the matter with you immediately. We will work with you to support your child to resolve the problem.

If your child is being bullied:

- We will reassure them that the bullying is not their fault
- Tell them that we care about them and are 100% on their side
- We will give them lots of praise, encouragement and responsibilities to help them feel valued
- We will work with you to help the child to develop techniques to deal with the bully - assertiveness, walking away etc.

If your child is the bully:

- We will reassure your child that we still care about them but it is their behaviour we don't like and we will work with them to help change this
- We will work with your child to find ways to make amends for their actions
- We will develop a reward structure for good behaviour
- We 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 us as soon as possible. It is much better to deal with these problems before they become major issues.

Suggested further reading:

Preventing Bullying A Parents Guide

You can beat bullying A guide for young people

Both these publications are available from www.kidscape.org.uk

Observation Policy



We are required by Ofsted to make observations of your child, this is so that we can respond appropriately to help them make progress. This is demonstrated when we:

- Make systematic observations and assessment of each child's achievements, interests and learning styles.
- Use these observations and assessments to identify learning priorities and plan relevant and motivating learning experiences for each child.
- Match their observations to the expectations of the early learning goals.

We will make regular observations on your child, using different mediums, for example, tick-lists and tracker books, photographs, written observations or video recordings. You are welcome to see copies of any of our observations. All observations are only made for personal use and will remain confidential.

We request each parent to sign a form giving us permission to carry out and record observations on their child.

If you have any concerns regarding the content of this policy please do discuss them with us.

Childminder Sickness Policy



We know that as a working parent, you require a childminder who is reliable. We will endeavour to work on all the days that we are contracted to. We are happy to work when we have minor ailments such as colds etc, however we will not work if either of us have sickness or diarrhoea or any other highly contagious infection. Continuing to work would only result in a further spreading of the germs and we would be unable to give your child the care they deserve.

Because there are two of us, if the other childminder has spaces available, we will endeavour to continue caring for your child. The sick minder will remain upstairs and away from the children in the other minders care.

We can provide you with a list of local childminders should it be necessary for you to seek alternative care if we are both sick.

Because they are all members of our local childminders group, they are all known to your child and are happy to care for him/her whilst we are unwell, providing it doesn't take them over their registered numbers. If you wish to meet with them beforehand please let us know. If we contact you to inform you that we are unwell and therefore unable to work please call one of the childminders to arrange cover. We do not charge if we are unable to work through illness and the above-mentioned childminders will charge you at our agreed rate for the day(s) they cover.

Procedure for Allegations of Abuse Against a Childminder



As Childminders working in our home, we are more vulnerable to allegations of abuse being made against ourselves or our family. We will take precautions to protect myself from this happening by:

- Ensuring all household members over 16 are Criminal Records Bureau cleared.
- Ensuring all visitors to the house sign the visitors book and do not have unsupervised access to the children under any circumstances.
- Ensuring, where possible, that no workmen are in the house during minded hours, unless it is to repair an emergency service or for Health and Safety Reasons.
- Document every accident and incident that occurs whilst in our care, informing parents and requesting them to sign our records.
- Noting any marks on the children when they arrive and asking parents to inform us of any accidents that have occurred whilst outside our care.
- Ensuring the children are supervised at all times.
- Keeping accurate records on each child and writing a daily diary.

However sometimes allegations are made and this unfortunate situation cannot be avoided. We will then follow the procedure detailed below, in order to gain support and professional advice:

Contact :

Ofsted
National Childminding Association (NCMA)
NCMA Legal Advice Line or Family Solicitor
Insurance Company

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

We 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.

If you have any concerns regarding this procedure please do discuss them with us.

Complaints Policy



We hope that you are happy with the service that we provide, but appreciate there may be times when you feel we are not offering you and your child(ren) the service that you require. We hope that you will feel able to discuss any concerns or issues that you may have with either one or both of us directly. If you would rather not talk in front of your child(ren) then we can arrange a more convenient time, for example in the evening or at the weekend.

It is a requirement by Ofsted that all complaints are logged, along with the outcome and any action taken. These records must be available to show an Ofsted Childcare Inspector if required.

If you feel that you are unable to talk to us or that after talking the matter remains unresolved then you can talk in confidence to:

The National Childminding Association Head Office on 0845 880 0044

Or

The National Childminding Association Maidstone Office on 01622 358661

If you wish to make a formal complaint then you can contact the Ofsted Complaints and Investigation Unit on 08456 40 40 40

Departure Policy



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

It is very important for your child and the other children in our care to have the opportunity to say goodbye. If possible we like to organise a special leaving party for the child where all the minded children have an opportunity to make a goodbye card and gift if they want. We encourage the children to swap contact details, providing parents are happy for them to do this, so they can stay in touch.

On departure we will provide the parents with a folder containing examples of their child's artwork, photographs and a simple record of their time spent with us.

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

We will ask departing parents to sign a form saying that our contract has now been terminated and that the last day of minding was.... This is for the Inland Revenue and our accounting procedures. If the parent is claiming the childcare element of the Working Tax Credit, the responsibility lies with them to inform the authorities of the change of circumstances, however we reserve the right to make contact with them if we feel that the parents are intentionally defrauding this benefit.