

Sophie's Den



# Policy Pack

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# Accident & Emergency Policy

The safety of your child is paramount and I will take every measure I can to protect your child from injury while they are in my care. I risk assess my premises to ensure it meets the safeguarding and welfare requirements of the EYFS.

As a registered childminder, I am legally required to have a valid first aid certificate before registration, and to ensure that my first aid training is renewed every 3 years.

## In the event of an accident:

- I will comfort and reassure the child whilst ensuring the safety of any other children in my care;
- I will assess the extent of the child's injuries and perform any first aid that I have been trained to do if the injury requires it;
- I will tell the affected child's parents immediately and advise them of any first aid treatment given.

If the injuries are more serious, I will contact the emergency services immediately and accompany them to hospital if treatment is required. Cover care for any other children in my care will be called for and either a known responsible adult, or another registered childminder, will cover for my absence.

## After any accident:

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

## Accidents off site:

I will carry parents' contact details with me when I am away from home and then follow procedures as if I was at home.

## Other Emergencies

Should any other emergency occur, such as member of my family becoming ill at home, I will contact parents as soon as possible.

## Emergency back-up cover:

BACK UP REGISTERED CHILDMINDER NAME: DEBBIE SANFORD	TELEPHONE NUMBER: 07871 329971
KNOWN RESPONSIBLE ADULT NAME:	TELEPHONE NUMBER:



# Accident & Incident Policy

The safety of your child is paramount and I will take every measure I can to protect your child from injury while they are in my care. I risk assess my premises to ensure it meets the safeguarding and welfare requirements of the EYFS.

As a registered childminder, I am legally required to have a valid first aid certificate before registration, and to ensure that my first aid training is renewed every 3 years.

## In the Event of an Accident:

- I will comfort and reassure the child while ensuring the safety of any other children in my care; • I will assess the extent of the child's injuries and perform any first aid that I have been trained
- to do if the injury requires it.
- I will tell the affected child's parents immediately and advise any first aid treatment given.

## If the Injuries are More Serious:

- I will contact the emergency services immediately and accompany them to hospital if treatment is required;
- Cover care for any other children in my care will be called for and either a known responsible adult or another registered childminder will cover for my absence; these people will be known to parents at my setting. All parents will be contacted to inform them of the situation and to collect their child, if necessary;
- 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 meet me at the hospital.

## After Any Accident:

- I will complete a report in my accident book;
- I will ask you to sign the report and provide you with a copy.
- If the incident requires any medical treatment then I will inform Ofsted (under EYFS statutory framework) and inform my Insurance Company.

## Accidents off Site

I will carry parents' contact details with me when I am away from home and then follow procedures as if I was at home.

## Other Emergencies

Should any other emergency occur (such as another member of my family becoming ill at home) I will contact parents as soon as possible. It is important that you keep me informed regarding your child's condition following an accident and if you have sought medical advice.



## Admissions Policy

As an OFSTED registered childminder, I am restricted to the number and ages of children that I can care for at any one time. These details are on my Ofsted Registration Certificate, which is displayed during my minding hours.

I am happy to take on any baby/child within my registered numbers, including those children who are entitled to EYE funding and will not discriminate against children or their families for reasons such as race, sex, religion or ability. If you decide that you would like your child to attend my childcare setting, and I am up to my numbers already, I am happy to consider employing an assistant to enable us to care for more children.

I am happy to take on children with special needs, providing I feel I can provide them with the care they need.

All children are welcomed into my home and I will encourage the other children in my care to support me in this. I will request a settling in period on our contract, so that if any party is unhappy with the arrangement, it can be terminated easily.

When taking on other children, I must take into consideration the children already in my care who are happy and settled.

If you have any concerns regarding my admissions policy, please do not hesitate to contact me.



## Alcohol & Other Drugs Policy

It is my policy to keep children safe when they are in my care.

In order to do this, I will ensure that anyone who has contact with the children at my setting, is not under the influence of alcohol or any other drug which may affect our ability to care for children.

I will ensure that anyone who has contact with the children in my care whilst at my setting, who is taking medication which may affect their ability to care for children, will seek medical advice. They will only work directly with the children if it is confirmed that their ability to look after the children will not be impaired.

I will ensure that alcohol and other drugs are kept safely away from children.



## Allergen Policy

From December 2014, the EU Food Information for Consumers regulation (EU FIC) comes into force and there will be a legal responsibility to provide allergen information about the ingredients that are in the food given to your child. This information needs to be shared and kept updated whilst your child is in my care.

Whilst I will do my best to accommodate food allergies or intolerances, I cannot guarantee that my food will be free of allergens. If allergies or intolerances are an issue for your child, please discuss this with me. I may ask you to provide food if I feel it is in the best interests of your child. I am happy to seek advice from the dieticians at your local hospital if this is appropriate.

### My Procedure

- I will check the ingredient list on all foods to ensure no identified allergens are present. No child will be given foods where an allergen has been identified, and this would include the other minded children on that day to avoid any potential cross contamination or exposure to the allergen.
- If I am providing food for a child that has an allergy, I will follow good hygiene practices and follow the guidance as set out in the document 'Safer food, better business for childminders' from the Foods Standards Agency.
- Information on allergens used will be made available to parents on request. It is also important that you, the parent, keep me informed if your child develops any allergies or food intolerances whilst in my care.

Please indicate any known allergies/intolerances in the table on the registration form, or by emailing [sophie@sophiesden.co.uk](mailto:sophie@sophiesden.co.uk)



## Behaviour Policy

All children and adults are treated with equal care and concern, they are made to feel welcome in my home. I aim to offer a quality childcare service for parents and children. I recognise the need to set out reasonable and appropriate limits to help manage the behaviour of the children in my care.

By providing a happy, safe environment, the children in my care will be encouraged to develop social skills to help them to be accepted and welcome in society as they grow up.

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

- giving lots of praise for good behaviour;
- giving the children individual attention so they feel valued;
- setting a good example and being a good role model;
- listening to what the children have to say;
- rewarding good behaviour (choosing next activity etc.);
- using a good behaviour chart;
- giving children certificates for good behaviour, sharing etc.

I help the children understand my house rules, which are realistic, and I am consistent in the enforcing of them. I do not give out confusing signals; saying, 'No,' means No! I am aware of the different reasons why children misbehave and will endeavour to keep to routines so that your child feels safe and is not overtired or hungry.

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

- **Distraction** - Remove the child from the situation and give them an alternative activity.
- **Ignore** - Depending on the situation, I may ignore the inappropriate behaviour if I feel it is being done to get a reaction.
- **Discuss with Child** - If the child is able to understand, I will discuss their behaviour and try and get them to appreciate the consequences of their actions on others. I inform them that it is their behaviour that I do not like, not them.
- **Time Out** - Remove the child from the activity and sit them quietly for a few minutes.
- **Removal of Treats** - Withdrawing treats as a consequence for inappropriate behaviours.

I do not, and will not, administer physical (or any other form of) punishment with the intention of causing pain or discomfort, nor any kind of humiliating or hurtful treatment to any child in my care. I will only physically intervene, and possibly restrain, a child to prevent an accident, such as a child running into the road, or to prevent an injury or damage.

I agree to methods to manage children's behaviour with parents before the placement starts. These are discussed with parents during initial visits before the contract is signed to ensure appropriate care can be provided. Wherever possible, I try to meet parents' requests for the care of their children, according to their values and practices. Records of these requirements are agreed and kept attached to the child record forms. These forms are revisited and updated during regular reviews with parents.

I expect parents to inform me of any changes in a child's circumstances, care arrangements or any other change which may affect the child's behaviour, such as a new baby, parents' separation, divorce, new partner or any bereavement. All information shared will be kept confidential unless there appears to be a child protection issue.





## Biting Policy

Many children go through a stage of biting. It doesn't last forever so don't be distressed if your child happens to show this sort of behaviour. If you are aware of your child biting others, please inform me of this before they come into my care so I am prepared for any incidents that may occur.

Children can bite for a variety of reasons. Some of the reasons could be because they are:

- teething;
- frustrated;
- exploring using their mouth;
- asserting their independence;
- wanting to gain control;
- wanting to gain attention.

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

If your child does bite, I will remove them from the situation and explain to them appropriately that this is unacceptable behaviour. It may be necessary for me to remove the child from an activity until they are calm enough to return. I will also encourage the child to apologise to the child they have bitten and will work with them to develop strategies to help them deal with the reasons why they felt like biting the other child. I will ensure that the child that has been bitten is comforted and reassured and ensure that any first aid is given if required. I will record any incidents in my Accident and Incident book and ask both (sets of) parents to sign this as acknowledgment of the incident.

Biting can be a difficult issue for parents of both the child who has been bitten, and of the child biting others. Please do discuss any concerns you may have regarding this issue with me.



## Bullying Policy

There are many forms of bullying. The three main types of bullying are:

- physical;
- verbal;
- emotional.

I will not tolerate any form of bullying in my care and will take this matter very seriously if it becomes an issue.

If I have any concerns that your child is being bullied, or if your child is bullying another child or other children, I will discuss this with you immediately and work with you to support your child to resolve the problem.

If your child is being bullied I will:

- reassure them that it is not their fault;
- help them to feel safe and cared for;
- help them to feel valued;
- give them praise and positive encouragement;
- reassure them that things will improve and that I will help them as much as possible to resolve the issue.

If your child is bullying I will:

- reassure them that I still care about them but I don't like the behaviour;
- work with them to help change their behaviour;
- work with them to find ways to make amends for their actions;
- introduce a reward system for positive behaviour;
- discuss the matter with you privately to see if we can understand what may have triggered the bullying.

If you have any concerns regarding your child please discuss them with me as soon as possible.



## Care, Learning and Play Policy

Children learn when they are in a safe and caring environment where they are stimulated through play. I will endeavour to provide your child with a caring environment that will be fun and stimulating. I will use guidance referred to in the EYFS Development Matters.

I will provide activities that support the main learning areas:

- Personal, Social and Emotional Development;
- Communication and Language;
- Physical Development;
- Literacy;
- Mathematics;
- Understanding the World;
- Expressive Arts and Design.

These activities will include but are not limited to:

- Dressing up
- Books
- Small world toys
- Construction toys (Lego, Duplo etc.)
- Role play
- Water/Sand play
- Arts and crafts
- Outings
- Cooking
- Gardening
- Outdoor play and equipment.
- Heuristic Play

If there is a particular activity that you would like me to do with your child, please let me know. I am very happy to support activities that you are doing at home or that are related to events that have happened.

I will regularly observe your child and make a written record of their development. This will enable me to make very simple plans on how I can help your child to move onto the next stage of their development. These records are available for you to look at any time.



## Childminder Sickness Policy

I am happy to work when I have minor ailments such as colds etc. However, I will not work if I have sickness or diarrhoea, or any other highly contagious infection. Continuing to work would only result in a further spreading of the germs and I would be unable to give your child the care they deserve. I have therefore arranged emergency cover with the following Ofsted Registered Childminders.

<b>BACK UP REGISTERED CHILDMINDER NAME:</b> DEBBIE SANFORD	<b>TELEPHONE NUMBER:</b> 07871 329971
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They are all known to your child and are happy to care for him/her whilst I am unwell, providing that it doesn't take them over their registered numbers. If you wish to meet with them beforehand, please let me know.

If I contact you to inform you that I am unwell and therefore unable to work, please call one of the childminders listed to arrange cover.

I do not charge if I am unable to work through illness and the above-mentioned childminders will charge you at our agreed rate for the day(s) that they cover.



## Complaints Policy

As a registered childminder, I aim to work in close partnership with all parents to meet the needs of their children. However, if there is any aspect of my service that does not meet your expectations I am happy to discuss this with you. If you would like to communicate this verbally we can hopefully resolve the issue right away. If you would like to make a complaint in writing you can put this forward to my email address or by post.

It is a condition of my registration to investigate all written complaints relating to the safeguarding and welfare requirements of EYFS. I will notify the complainant of the outcome within 28 days of receipt of the complaint. It is a requirement by Ofsted that all complaints are logged, along with the outcome and any action taken.

I will record the following information:

- the name of the person making the complaint
- the EYFS requirement to which the complaint relates
- the nature of the complaint
- the date/time of the complaint
- any action taken in response to the complaint
- the outcome of the complaint investigation
- details of the information and findings that were given to the person making the complaint, including any action taken.

If you wish to make a formal complaint then you can contact the Ofsted Complaints and Investigation Unit on 03001231231 or you can write to them at Applications, Regulatory and Contact Team, Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD.

I will keep a written record of complaints and their outcomes for at least 3 years.



## Confidentiality Policy

Any information given to me, either verbally or in writing, regarding your child or your family, will be treated as confidential.

I will not discuss your child with others unless I have permission from you, for example to take your baby to be weighed by the Health Visitor. I will however divulge confidential information to Social Services and to Ofsted if there appears to be a protection issue.

Parents will have access to their own child's records at any time but not to the files of other children. All documentation relating to your child is stored in a file, which is not accessible to any other party. During the course of our working relationship, you will also find out information about my family and myself. I would expect you to keep this information confidential and I would be grateful if you too would respect my family's confidentiality and not repeat what you may have been told, to other parties.

If you have any concerns regarding this policy, please do not hesitate to contact me.



## Dropping off & Collections Policy

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

### Collection

I will only release a child from my care to adults who have permission to collect him/her. I will therefore need you to provide me with a list of people authorised to collect. If they are not known to me, it would be helpful 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 you can send someone not authorised to collect your child, but who is able to give the password. Please discuss this with me if you would like to use this system.

Please could you also inform me if the person who is collecting changes throughout the day. It is important that you arrive at the contracted time to collect your child. Even young children learn our routine and know when their parents/carers are due. They can become distressed if you are late. I know sometimes delays are unavoidable, especially if you are relying on public transport or travelling during rush hour traffic. If you are delayed, for whatever reason, please contact me and let me know when you expect to arrive. I will normally be able to accommodate the additional care. However, if I am unable to, I will contact other adults from the authorised list and arrange for them to collect your child. I will reassure your child that you are on your way and, if necessary, organise additional activities and a meal.

If I have not heard from you and you are very late (30mins or more) I will try to make contact with you. If I am unable to make contact then I will try the emergency contact numbers. During this time I will continue to safely look after your child.

I will continue to try the parents' contact numbers and emergency numbers, but after a reasonable time I will then tell the local authority duty social worker. I reserve the right to make an additional charge for late collection.



## Electronic Device Policy

I understand that mobile phones are an everyday part of life for parents and childminders, and with that in mind have laid out my procedure for their use.

- I will ensure my mobile phone is fully charged and with me at all times in case of emergencies. • I have the facility to take photographs on both my mobile phone and camera, I will seek your permission to take any photographs of your child to record activities and share their progress with you.
- Any photographs taken will be deleted after either being emailed to you or printed for use in your child's learning journey.
- I will not publish any photographs of your child on any social networking sites or share them with any other person without your permission.
- I request that you do not use your mobile phone whilst dropping off and collecting your child/children.
- Any visitors to the setting will also be asked not to use their mobile phones.
- To ensure the safety and privacy of all children, it is not permissible for children to bring electronic gadgets, such as phones, watches, and cameras, into the childcare premises. This is implemented to address safeguarding concerns and uphold the confidentiality of fellow children. In the event that such devices are found, they will be securely stored until the child's regular pick-up period.
- In order to comply with the Data Protection Act 1998 I have registered with the Information Commissioners Office as a data controller to allow me to store digital images on an SD card device/computer.





## Emergency Evacuation Policy

Evacuation may be necessary in the event of as a fire, flooding etc. The children will regularly practice the evacuation procedure with me so they will not be alarmed in the event of a real emergency. Practices will be carried out on different days of the week to ensure that all children practise, and the details recorded in the evacuation log.

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:

1. Sound the alarm.
2. Evacuate the children using the safest and nearest exit available (babies and toddlers will be carried safely).
3. Take attendance records, contact numbers and mobile phone.
4. Assemble across the road from the house (a chosen area to suit your setting).
5. Contact the emergency services.
6. Comfort and reassure the children.
7. Arrange a safe place for the children to stay until parents can collect them.
8. Follow the instructions of the Emergency Services.
9. Do not return to the building until the Emergency Services have declared it safe to do so.



## Equal Opportunities Policy

I will make sure that I actively promote equality of opportunity and anti-discriminatory practices for all children. I will make sure that I treat all children with equal concern and respect.

I recognise and welcome all legislation and existing codes of practice produced by appropriate commissions, for example the Equality and Human Rights Commission.

I value and respect the different racial origins, religions, cultures and languages in a multi-ethnic society so that each child is valued as an individual without racial or gender stereotyping. I will not discriminate against children on the grounds of disability, sexual orientation, age, class, family status and HIV/Aids status.

I provide equal chances for each child to learn and develop to their full potential, taking into account each child's age and stage of development, gender, ethnicity, home language and ability.

I provide, and make sure that all the children have access to, a range of books, puzzles and other toys which provide positive images and examples of the diversity of life in our society.

I challenge racist and discriminatory remarks, attitudes and behaviour from the children in my care and other adults.

I will always help children to feel good about themselves and others by celebrating the differences which make us all unique.



## Food and Drink Policy

It is my policy that when children are provided with meals, snacks and drinks in my setting, these must be healthy, balanced and nutritious. Those responsible for preparation and handling food must be competent to do so.

I will obtain, record and act on, information from parents about a child's dietary requirements. Where parents provide meals for their children to eat in my setting, I will provide chilled storage for packed lunches and appropriate storage areas for other foodstuffs.

I will also provide clean, age appropriate crockery and cutlery to enable the children to eat a packed lunch.

Children will be provided with healthy meals and other healthy snacks and drinks recommended by the Food Standards Agency literature.

Fresh drinking water will be available at all times.

As a provider of meals and snacks, I am aware of my responsibilities under food hygiene legislation. This includes, if necessary, registration with the relevant Local Authority Environmental Health Department. If this is the case, I am happy to have my premises inspected by a food safety officer.

Pets will be kept out of the food preparation area at all times. If a family pet does gain access to this area then I will ensure all work surfaces and cooking utensils have been thoroughly cleaned before any food preparation or food handling take place.

Baby changing facilities will not be near food preparation areas.

Laundry will not be carried out during times of food preparation and any soiled clothing or detergents will not come into contact with food preparation areas.

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 but definitely within 14 days of the incident occurring in order to comply with regulations.



## GDPR

It in accordance with Article 6 of the General Data Protection Regulations (GDPR, May 2018) it is a requirement to provide you with information about the details I keep about you and your child/ren.

Most of the information I collect from you is the statutory reasons and when sharing information with me is optional, I will let you know that you have a choice to share this information.

### The records I hold:

#### **Developmental records**

- Details about learning at home
- Two-year progress check
- Observations, assessment, planning and progress checks.

#### **Personal records**

- Personal details, required by the LA for funding records
- Contractual details
- Emergency contact details
- Child's health and well-being requirements (including allergies)
- Safeguarding and child protection records
- Information from other agencies or professionals.

#### **Safety**

- Ring doorbell video records (digital only)

All records are kept in paper/online/digital format, which are stored securely in a cupboard/on my business computer. Digital records are only used minimally, for example parent contact numbers/emails (this only applies to paper format). The Ring doorbell data is automatically stored on a proprietary DVR and automatically overwritten after one month. To comply with data handling legislation, I am registered with the Information Commissioner's Office ([ico.org.uk](http://ico.org.uk)).

#### **Data sharing:**

I am required to ensure that the information I collect about you and your child/ren is treated confidentially and only shared without permission when there is an urgent need, for example if the child is going to be in immediate danger or safeguarding circumstances. Parental permission will be required to share any information with outside agencies such as preschool, health visitors etc.

### **How long I keep your data for:**

It is a requirement under GDPR to inform you about how long I will keep information on you and your child/ren. You will find this information in my retention policy. Upon your child leaving the setting, further information regarding data storage will be clarified in the contract termination letter.

### **How I delete your data:**

Digital - digital files and information held in a digital format will be deleted from my computer when no longer required.

Paper file - files held in paper format will be handed to parents when the child leaves the setting or shredded when they become no longer needed. Please see my retention policy for further information.

### **Online data processing:**

I will keep a copy of your mobile phone number and/or email for transferring information across platforms such as WhatsApp, Facebook, email or any other agreed platform. I will continue to use this method unless instructed otherwise.

### **Deleting data:**

If a parent requires me to delete or destroy any information about their child once they have left the setting, I will discuss the information with them and explain which parts and which information must be kept in order to comply with GDPR.

### **How you can make a complaint:**

I am required to inform you about how you can make a complaint relating to a data breach or if you think I am not processing your data appropriately.

### **Complaining to OFSTED:**

Email - [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)

Phone - 0300 123 1231

Address - Piccadilly Gate, Store Street, Manchester, M1 2WD

### **Complaining to the Information Commissioner's Office:**

Visit - [www.ico.org.uk](http://www.ico.org.uk)



## Head Lice Policy

Children with head lice will not be excluded from my care, but I would ask that these recommendations are followed in order to try and prevent other children becoming infected:

- parents inform me immediately if they have discovered that their child has head lice;
- children with long hair wear their hair up to prevent the spread of infection;
- parents check their children 's hair at least once a week with a special head lice comb.

I hope that the parents of children with head lice will work with me to treat, and prevent the spread of, the infection. I also ask that all children and parents are sensitive and understanding towards the subject of head lice, as it is not the fault of the child that is infected. Head Lice can affect people from any socio-economic background and ethnicity. It also does not imply a lack of hygiene or cleanliness.

If a child in my care has head lice, I will inform the parents of the other children in my care. I will not disclose which child it is that has the head lice, to keep the confidentiality of the other child and parents.

I will assist in the prevention of head lice by ensuring the children only use their own hairbrushes and combs, and that the dressing up hats are regularly cleaned.

I am happy to discuss the manual removal of head lice while your child is in my care.



## Health & Safety Policy

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

- All toys will be checked and cleaned regularly to ensure they are safe for your child to use. Any broken or hazardous toys will be removed immediately. Children will only be offered toys and resources that are suitable for their age/stage of development.
- I do a quick risk assessment of my home every morning before the children arrive to ensure that it is a safe environment for all.
- All sockets not in use will have socket covers.
- All equipment is fitted with the correct safety harness to prevent accidents, for example high chairs and pushchairs.
- Car seats are checked regularly to ensure they are correctly fitted. I will only use new car seats, to ensure I know their full history.
- My car is regularly serviced and always has an up to date MOT. My car insurance is for business use.
- I use safety equipment appropriate for the children in my care, such as stair gates, cupboard locks etc.
- I will keep my front door locked with the keys on a high hook to prevent children opening the door to strangers.
- I have procedures in place in the event of a fire.
- I keep my kitchen very clean, follow hygiene guidelines on the storing of food, and keep the fridge at the correct temperature.
- I ensure that children do not have access to 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 or in the garden.
- I follow strict hygiene guidelines to prevent contamination.
- I have strict child protection guidelines in place.
- Children must stay with me when we are away from home. Younger children will be strapped in a pushchair, and older children will either be on a harness or wrist strap or holding onto my hand or pushchair.
- I have emergency contact details with me at all times should I need to contact the parents. • I will work with you to teach the children about safety issues like crossing the road and stranger danger.
- I will work with you to teach the children about physical exercise and making healthy food choices.
- Sleeping children will be regularly monitored and I will use a baby monitor as well.

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



## Holiday Policy

Parents/carers, please be advised of the following regarding taking scheduled absences:

1. Parents/carers taking holiday should give 4 weeks' notice of any arranged absence for your child(ren).
2. The first 2 weeks' absence is not chargeable, the next 2 weeks' absence is charged at 50% of usual fees and for any scheduled absence over 4 weeks, full fees will be payable.
3. Throughout the year, there will be times when I take annual leave. I will notify parents/carers at the start of the year or with as much notice as possible. No charges will be incurred during my absence and the time will not count towards the allowance (as detailed in no 2.).
4. There will be no charges incurred when the setting is closed for national holidays or bank holidays.

To schedule an absence, please use this [Google Form](#). A link will also be available in the Setting.





## Illness and Infectious Diseases

It is my policy to keep children safe when they are in my care, promote good health and take necessary steps to prevent the spread of infection within my childcare setting.

I am willing to care for children with minor coughs and colds but will not be able to care for children who are very unwell, infectious or running a high temperature, as I must consider the welfare of all the children in my care.

All children in my setting who are excluded due to having an illness or an infectious disease, such as severe cold or stomach upset, will not be allowed to return until they have been free from the illness for 48 hours. This is in order to minimise the risk of transmission of an infection to other children, myself or members of my household. For specific details, see below:

**Chicken Pox** - children may not attend the Setting until all vesicles have crusted over (usually 5-7 days).

**Sickness & Diarrhoea** - children may not attend the Setting until they have had 48 hours clear after last episode.

**Conjunctivitis** - children may not attend the Setting for 48 hours after first administering antibiotic drops.

**Hand, Foot & Mouth** - no exclusion providing the child is well in themselves.

**Impetigo** - children may not attend the Setting until either lesions have crusted over or 48 hours after starting antibiotics.

If your child becomes ill whilst in my care I will contact you immediately and make them as comfortable as possible until you arrive.

If myself, or one of my family members, has a confirmed infectious disease I will inform you as soon as I am able. As I will not be able to offer my childminder service, I will not charge you for the time.

If I believe a child in my setting is suffering from a notifiable disease identified as such as in the Public Health (Infectious Diseases) Regulations 1988, I will act on advice given by the Health Protection Agency and inform Ofsted of any action taken.

**COVID-19 Update - July 2022** - From 1 April 2022, the Government's COVID-19 guidance has changed with regard to self-isolation rules.

Children who test positive will continue to be advised to stay at home and avoid contact with other people for at least 3 days from the test date; we will risk assess any children who are returning after a period of isolation. We also have the right to refuse any child into the setting who is exhibiting symptoms of COVID-19.

This is to ensure the safety and wellbeing of our vulnerable children and families.



## Lost Child Policy

The care of your child is paramount and I will always try to ensure that they remain with me and that they are safe. However, sometimes children become 'lost' in busy places and therefore, as a responsible childminder, I have written a procedure that will be followed.

In the unlikely event of this happening:

- I will immediately raise the alarm to all around me that I have lost a child and enlist the help of everyone to look for them.
- if it is a secure area, such as a shopping centre, I will quickly alert the security staff so they can seal off exits and monitor the situation on any CCTV.
- I will provide everyone involved in the search with a description of the child.
- I will reassure other children with me, as they may become distressed.
- I will then alert the police and provide a full description.
- I will then alert the parents of the situation.
- OFSTED will be informed as soon as practically possible, but within 14 days of the event.

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

- I ensure that children hold my hand or pushchair whilst out.
- I avoid going to places that are overcrowded.
- on outings, the children will wear wristbands with my mobile number on them.
- I teach the children the dangers about wandering off and talking to strangers.



# Medical Procedures Policy

As a childcare provider, I will ensure that I implement an effective procedure to meet the individual needs of a child when administering medicines.

## Medical Procedure

- I will keep written records of all medicines administered to children in my care.
- I will inform parents when a medicine has been administered, including the time and dosage.
- I will store all medicines in the fridge if necessary, and keep them strictly in accordance with
  - the product instructions and in the original container in which it was dispensed.
- I will obtain prior written permission from parents for each and every medicine to be administered before any medication is given.
- If the administration requires technical/medical knowledge then I will attend training from a qualified health professional. The training should be specific to the child in question.
- I will only administer prescription medicine to the child if it is prescribed by a doctor, dentist, nurse or pharmacist.
- Non-prescription medicine, such as pain and fever relief, will only be administered if your child is in pain or has a fever and you have been contacted to come and collect them.
- I will never administer medicines containing aspirin to a child under the age of 16 unless they have been prescribed by a doctor.
- If I have a child with long-term medical needs then I will ensure that I have sufficient information about the child's medical condition and will work in partnership with parents to assist the administration of any prescribed medication.

## Non-Prescription Medication

Children should not return to the setting until they have not used Calpol/ibuprofen for at least 24 hours.

In the event that your child needs Calpol/ibuprofen whilst in my care, i.e. high temperature, teething or pain, I will ask for your consent and your child will need collecting within one hour of administration of the medication.

For safety reasons, Calpol should not be kept in your child's bag whilst in my care. Please label the medication clearly and hand it to me on arrival. It is vital that you inform me of any medication you may have given your child before they arrive into my care.

If your child has self-held medication, please provide an additional supply for me to keep at my house so there is reduced risk of them being without their medication.



## No Smoking Policy

In accordance with the National Standards produced by the Department for Education and Skills, I have a no smoking policy in my home.

- No one is permitted to smoke in my home.
- No one will smoke in my car.

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



## Observation Policy

As an Ofsted registered childcare provider, it is required that I make observations of the children I care for.

I need to make regular observations on your child using different techniques. These may include tick lists and tracker books, photographs, written observations and video recordings. You are welcome to see copies of any of my observations. All observations are only made for personal use and will remain confidential.

I do request that parents sign a permission form to allow me to undertake observations and if they agree, for me to show professionals such as Ofsted inspectors. This is because the observations can demonstrate my ability to care for children, and to understand an individual child's needs as well as various other areas.



## Other Adults in the House

### Policy

There are other adults in the house:

Name	Alan Dennis
Relationship to Childminder	Husband

All adults in the house have undergone DBS checks and received clearances. If the adults are present while I am caring for a child, I encourage them to join in activities. They interact well with the children and act as positive role models.

Although all other adults listed have been thoroughly checked and are suitable to be near children, I would like to reassure you that at no time is anyone, other than myself, allowed to help the children with their intimate care, i.e. nappy changing and toileting. This is to protect your child and to protect my family from any possible allegations.

If you have any concerns or questions regarding this policy please do contact me.



## Over 8s

As an Ofsted registered Childminder, I am registered to care for children under the age of 8 years, of which no more than children can be under the age of 5. Of these, no more than can be under the age of 1.

I am permitted to care for children aged 8 years and over, providing that the care I provide for them doesn't impact on the care of the children I am registered to care for, and providing it falls within the total number of children I am insured for.

I am happy to mind children aged 8 years and over and will provide them with age appropriate resources and a quiet area for studying if required. However, I do require that they set an excellent example and be a good role model for the other children in my care. I expect children over 8 to be polite, and to say please and thank you etc. I would like the older children to work in partnership with me to write a child/childminder/parent agreement, like those often completed at school: school/parent/child agreements. This will be in addition to the normal contract but will help the child to be more involved in their care arrangements.

I would never ask an older child to care for, or look after, another minded child.

I am fully responsible for all the children whilst they are in my care.



## Pets Policy

I believe that children can learn a lot from having contact with animals, however the following "Pets Procedure" must be followed to ensure the safety of the children.

- Children must be encouraged to treat animals with respect, learning how to handle them correctly.
- Children must wash their hands after any contact with animals and understand the reasoning behind this.
- Children must be taught that not all animals are child friendly and that they should always check with the animal's owner before attempting to stroke or handle them.
- Food for the pet must be stored safely away from the children's reach.
- A high standard of hygiene must be followed, with careful thought given to the placing of the feeding and drink bowls of dogs and cats.
- The garden must be checked every morning, before the children are permitted outside to play, to ensure that no animal has fouled it.
- If your child has an allergy to any animal please notify me and procedures can be put in place so the child has no contact with such animal.
- If your child has a fear of any animal, again please let me know so we can be sensitive to this if we are near the animal.



## Physical Contact Policy

As an Ofsted registered childminder, I am very aware that each child has differing needs. Some children like to be affectionate and show it through hugs, kisses etc. Others are not so tactile. I am happy to hug, kiss (head or cheek), hold hands, cuddle, tickle etc. your child, providing both you and your child are happy with this. I would never force a child to do any of the above if it made them feel uncomfortable.

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

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 teeth and the 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.

If you have any concerns or wish to discuss the matter further please do not hesitate to let me know.



## Procedure for Allegations of Abuse

As a Childminder working alone, I am more vulnerable to allegations of abuse being made against my family or me.

In order to take precautions to protect myself from this happening:

- I will ensure all household members over 16 are DBS cleared;
- I will ensure all visitors to the house sign the visitors ' book and do not have unsupervised access to the children under any circumstances;
- I will ensure, 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;
- I will document every accident and incident that occurs whilst in my care, informing parents and requesting them to sign my records;
- I will note any marks on the children when they arrive and ask parents to inform me of any accidents that have occurred whilst outside my care;
- I will ensure the children are supervised at all times;
- I will keep accurate records on each child and write a daily diary.

However, sometimes allegations are made and this unfortunate situation cannot be avoided.

In the event of an allegation being made I will follow the procedure detailed below, in order to gain support and professional advice:

- I will contact the Local Authority Designated Officer (LADO) immediately and follow any advice given, in the event of an allegation being made against myself or any other responsible adult at the Setting;
- I will write a detailed record of all related incidents, including what was said and by whom, with times and dates;
- I will ask any witnesses (if there were any) to write a statement detailing the incident they observed, and to provide 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 me.

If you have any safeguarding concerns about an adult, contact LADO on (01872) 326536.





# Safeguarding/Child Protection Policy

My first responsibility and priority is towards the children in my care. If I have any cause for concern I will report it to the relevant bodies, following Our Safeguarding Children's Partnership (OSCP) procedures. The procedures of the Cornwall & Isles of Scilly OSCP can be found here: <https://ciossafeguarding.org.uk/scp/p/our-policies-and-procedures/procedures-and-guides-2>

I understand that child abuse can be physical, sexual, emotional, neglect, or a mixture of these, and am aware of the signs and symptoms of these.

I must notify Ofsted/my Childminding Agency of any allegations of abuse that are alleged to have taken place while the child is in my care, including any allegations against me, or any members of my family, or other adults or children in my home who have had contact with minded children. This must be done as soon as practically possible but within 14 days.

I am aware that any injuries to non-mobile children are to be reported.

I have read, and understand, the safeguarding and welfare requirements of EYFS. I have also read the national statutory guidance document, Working Together to Safeguard Children 2015.

I keep up to date with child protection issues and relevant legislation by taking regular training courses and by reading relevant publications.

I follow the procedures outlined in my confidentiality policy. I aim to share all information with parents but in some instances (where I am worried about a child's well-being) I may have to refer concerns without discussing this with you. I work together with parents to make sure the care of their child is consistent - please refer to my Working with Parents policy.

Children will only be released from my care to the parent/carer or to someone named and authorised by them. A password might be used to confirm identity if the person collecting the child is not previously known to me.

Parents must notify me of any concerns they have about their child and any accidents, incidents or injuries affecting the child, which I will record and ask parents to sign.

**Unless I believe that it would put the child at risk of further harm, I will discuss concerns with a child's parent if I notice:**

- significant changes in children's behaviour
- deterioration in children's general well-being
- unexplained bruising, marks or signs of possible abuse or neglect
- children's comments which give cause for concern
- any reasons to suspect neglect or abuse outside the setting, for example in the child's home
- inappropriate behaviour displayed by other members of staff, or any person working with children. For example, inappropriate sexual comments,

excessive one to one attention beyond the requirements of their usual role and responsibilities, or inappropriate sharing of images.

If a child tells me that they or another child is being abused, I will:

- show that I have heard what they are saying, and that I take their allegations seriously;
- encourage the child to talk, without prompting them or asking them leading questions. I will not interrupt when a child is recalling significant events and will not make a child repeat their account;
- explain what actions I must take, in a way that is appropriate to the age and understanding of the child;
- record what I have been told using exact words where possible;
- make a note of the date, time, place and people who were present at the discussion.

I will call the Multi-Agency Referral Unit (MARU) for advice and an assessment of the situation. I will follow up this phone call with a letter to the Duty Team within 48 hours. I will record the concern and all contact with Children's Services thereafter.

If an allegation is made against myself, any member of my family or any other adult or child in my setting, I will report it to the Local Authority Designated Officer (LADO), immediately and will follow their guidance of how to proceed (as per the "Allegations of Abuse" policy). Ofsted will also be informed as soon as practically possible.

In all instances I will record:

- the child's full name and address;
- the date and time of the record;
- factual details of the concern, for example bruising, what the child said, who was present;
- details of any previous concerns;
- details of any explanations from the parents;
- any action taken such as speaking to parents.

**It is not my responsibility to attempt to investigate the situation myself.**

### Prevent Duty

In June 2015 'The Prevent Duty ' advice was written to help recipients understand the implications of the Prevent Duty. The Prevent Duty is the duty in the Counter-Terrorism and Security Act 2015 on specified authorities, in the exercise of their functions, to have due regard to the need to prevent people from being drawn into terrorism.

So what does that mean for childminders?

In order for childminders to fulfil the Prevent Duty, it is essential that they are able to identify children who may be vulnerable to radicalisation and know what to do when they are identified. Protecting children from risk of radicalisation should be seen as part of

childminders' wider safeguarding duties and is similar in nature to protecting children from other harms, whether these come from within their family or are the product of outside influences.

As a childcare provider, I will assess the risk of children being drawn into terrorism, including support for extremist ideas that are part of terrorist ideology. The general risks affecting children may vary from area to area and according to age.

I understand that there is no single way of identifying an individual who is likely to be susceptible to a terrorist ideology. As with all safeguarding issues, I will be alert to changes in children's behaviour which could indicate that they may be in need of help or protection.

The Prevent Duty does not require childcare providers to carry out unnecessary intrusion into family life, but with as with any safeguarding risk, I will take appropriate action if any behaviour causes concern.

### British Values

As a childminder, I can also build children's resilience to radicalisation by promoting fundamental British Values and enabling them to challenge extremist views.

I will provide suitable opportunities which encourage children to respect each other's views and values, to understand that their views count, and to talk about their feelings. Activities will involve turn taking, sharing and collaboration. Children will be encouraged to understand their own and others' behaviour and its consequences. They will have an input in creating rules and codes of behaviour. An ethos of total acceptance of all views, faiths, cultures and races will be created, where children will appreciate and respect their own and others' cultures.

### Whistle Blowing

In my role as a childminder, I have a duty to report unacceptable behaviour to the relevant authorities; including that of assistants who may be working with me, other childminders, childcare workers and other professionals working with children. This action is necessary when their actions are detrimental to children, have placed a child at risk, caused actual harm to a child or are clearly illegal.

I will follow the listed procedure if I suspect any of the above has taken place:

- Identify the bad practice
- Record exactly what was observed
- Establish witnesses wherever possible
- Keep copies of all correspondence and relevant information
- Seek support from colleagues
- Ask to be informed about the outcome.

In these situations, I may need to contact the police, social workers, the care inspectorate, and any other relevant bodies, then pass on any information known to me.

Useful Telephone Numbers:

Multi-Agency Referral Unit (MARU)	0300 123 1116
Local Police Station	01392 420320
OFSTED	0300 123 1231
NSPCC Child Protection Helpline	0808 800 5000
Local Early Years Team	0300 1234 101

Pacey/Michael Morton

Regional office: Information, Legal Advice	0300 003 0005
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## Safety on Outings Policy

To ensure the safety and welfare of all children on outings, it is essential that proper planning is done. I will require written parental permission for all routine, and special, outings. I will inform parents of any planned special trips, for example a visit to a local farm.

I ensure that I take with me everything I may need, including:

- emergency contact cards for the children
- a first aid kit
- nappies and changing bag (if required)
- spare clothes
- a mobile phone
- drinks and a healthy snack
- sun cream and sun protection (if required)

I have developed procedures on what to do in the event of an emergency. I will carry a contact card for each child, providing a photograph of them, their name and an emergency contact name and number. I also carry a card on me that explains that I am a registered Childminder. I have also programmed ICE into my mobile telephone.

I carry out a trial run and full risk assessment of any proposed outing.

I will endeavour to ensure any outings fit in with the needs of the children and ensure that I have the necessary equipment and resources to keep them safe. These include car seats for all children up to 4 feet 5 inches tall, pushchairs and harnesses. In all trips in the car I will ensure each child is securely strapped into their car seat and that the maximum number of passengers for the car is never exceeded.

I will ensure that the car is properly maintained with a current MOT certificate, tax and insurance. I will never leave your child unattended, especially in the car. If I need to put more petrol in my car I will do this outside of minded hours so that I do not have to take them out on a busy station forecourt or leave them in the car whilst I pay.

I will ensure that the ratio of adults on any outing will never be less than 1 to 4 children.

I will adhere to my lost child procedure and make parents aware of the procedures.

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



## Settling In Policy

I fully understand how difficult it can be for parents to leave their child in a childcare setting and return to work. I will therefore work with you to ensure your child is settled and that you are happy with the care that I aim to provide.

I like to organise settling in sessions for the parents and the child. This gives you the opportunity to provide me with lots of information about your child, including their likes, dislikes, routines, and favourite activities, how to comfort them if they become upset and how they reacted if been left before. It gives me the opportunity to start to build a relationship with your child and to understand both your needs and wishes. It is also an opportunity for you as the child's parents to become fully aware of my policies and procedures and to observe my setting.

I am happy for you to stay for up to an hour but in my experience, staying longer can have an opposite effect on your child's ability to settle. Some children do take longer than others to settle and some settle quickly and then become distressed a few weeks into 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 may need to keep them brief if I am attending to a child's personal needs. Some parents feel a brief text message is sufficient and I am more than happy to reply to these.



## Special Needs Policy

As a result of sections within the Children & Families Act 2014, a new Special Educational Needs Code of Practice came into effect on 1st September 2014. This highlights that all children and young people are entitled to an education that enables them to make progress.

I recognise that I am the SENCO (Special Educational Needs Co-ordinator) for my setting and if I felt a child needed additional support I would contact my Network Co-ordinator or my Area SEN Advisers for advice. I have downloaded, and can access, the SEND Code of Practice 2014 for further information.

As a childcare provider, Ofsted require me to be aware that some children may have special needs and to be proactive in ensuring that appropriate action is taken when a child is identified as having special needs or starts being cared for by me. I must promote the welfare and development of the child in partnership with parents and other relevant agencies. I have therefore put the following procedures in place.

If I feel that a child in my care has a special need I will keep observational notes and share these notes with the child's parents as soon as it is reasonably possible. I will discuss what support is available and keep matters confidential at all times.

If I am caring for a child with special needs, I will include them by valuing and acknowledging children's individuality and help them feel good about themselves. I will ask for information from parents about the child's routines, likes and dislikes. I will ensure that activities are adapted to enable the child to participate. Where possible, I will arrange access to specialist equipment if needed. I will at all times encourage the child's confidence and independence.

I will work in partnership with parents and discuss with them any agencies that maybe involved in their child's support care, any equipment that their child may need and request advice/support that will help me to provide the best care possible for their child.



## Sun Protection Policy

I will do everything I can to ensure that your child is protected from the damaging effects of exposure to the sun.

I will need you to provide me with:

- sun cream suitable for your child (high factor);
- a sun hat (preferably a Legionnaires ' hat to protect the neck);
- a thin top/cardigan/t-shirt with long sleeves.

I will require you to sign a consent form giving me permission to apply the sun cream that you have provided. Once I have this signature, I will ensure that your child has the sun cream that you have provided applied and wears their sun hat. I will also avoid spending prolonged periods of time outdoors during the hottest part of the day, and when outdoors I will try and protect your child by finding shady areas. I will encourage your child to drink water regularly to prevent dehydration.





## Transporting Children in the Car Policy

The safety of your child is paramount and I have therefore put together the following procedures regarding the transporting of children while at Sophie's Den.

- Both myself and my assistant have full, clean driving licenses, which are available for you to see on request.
- We will ensure that the cars are in a roadworthy condition, by having them regularly serviced by a reputable garage.
- Both cars will comply with all legislation - MOT, road fund license etc.
- Both vehicles will be covered by business use car insurance and the certificates are available for you to see.
- Where possible, we will avoid taking children to a petrol station by filling up before or after minded hours. In the event of needing petrol, we will use a garage that has pay at the pump services.
- We will ensure that all car seats are correctly fitted, that they are age and stage appropriate for the children using them, and that children are correctly strapped into them.
- We will ensure that the child safety locks and window locks are in use on both cars.
- We will always carry a mobile phone with us in case of an emergency but will not answer it whilst driving. We will return calls on my return.
- We will always carry identification for ourselves and the minded children, in case of an emergency.
- We will always carry a first aid kit in the car in case of an emergency.
- We will never leave a child unattended in the car.
- We will teach your child about the dangers of cars and roads in an age appropriate way.
- We will advise you in advance if we are making any special trips or long journeys in the car.

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



## Working with Parents Policy

I aim to work in partnership with parents to meet the needs of the children. This will give your child continuity of care and ensure that they will not become confused with different standards of behaviour and boundaries. As parent, 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.

I draw up and sign a written contract with parents before the placement starts, which details the expectations of the care to be provided, the activities and the business arrangements. The contract is signed by the parents and myself, and dated. A copy is given to the parents and any other party involved in the contractual arrangements. The contract is reviewed when circumstances change. I would also appreciate it if you could inform me of any changes to contact numbers for yourselves, including work and mobile numbers and those of your emergency contacts.

Wherever possible, I try to meet parent's requests for the care of their children according to their values and practices, preferences and attitudes. Family customs and beliefs about dietary requirements, dress code, hair and skin care, help required with toilet and washing are respected as detailed in my equal opportunities policy.

I will notify all parents in advance when I am to be inspected by Ofsted in England so that parents can contribute their views to the inspector if they want to. I will supply parents with a copy of the Ofsted report within 5 working days of the report.

I keep parents regularly informed about my daily routines and childcare practices and share information about the children with parents either by a diary, email, text, telephone or face to face meetings. I informally share information with parents when the children are collected or dropped off.

Children will only be released from my care to the parents/carers or to someone named and authorised by the parent/carer. A password might be used to confirm identity if the person collecting the child is not previously known to me. If a child is identified as a child in need, I will normally, with a parent's permission, give appropriate information to referring agencies.

I expect parents to inform me of any changes to the child's home circumstances, care arrangements or any other change which may affect the child's behaviour, such as a new baby, parents' separation, divorce, new partner or any bereavement. All information shared will be kept confidential unless there appears to be a child protection issue.

I offer regular review meetings with parents to discuss their child's care and any issues or concerns, preferably when the child is not present. If I do not share the same first language as the child's parent, I will find a way of communicating effectively with them. This may include seeking guidance from the local Early Years team. I work with parents to make sure that the care of their child is consistent. A consistent approach benefits the child's welfare and helps to ensure the child is not confused.