



tots2teenz.co.uk



Home telephone number 020 8452 5121

Updated March 2016

Mobile telephone number 07984 808311

Childminding Rates (2019/2020)

Service is available from 8.00 a.m. to 6.00 p.m. weekdays. Not available on public bank holidays, and for 25 days leave per annum plus 5 unpaid inset days in accordance with Brent schools. Not available on public bank. Inset days may be taken as half days.

Service is available from 8.00 a.m. to 6.00 p.m. weekdays.

HOLIDAY DATES 2019/2020

16th September 2019

9th December 2019 to 1st January 2020 (5 inset days included)

Summer holiday 2020 TBC

Autumn Term

2 September 2019 – 20 December 2019

Half-term 21 October 2019 – 25 October 2019

Bank holidays

Wednesday and Thursday 25th and 26th December 2019, Wednesday 1st January 2020

Please note funded hours will run through Spring half term and end one week earlier.

Age of child	Daily rate	Weekly rate
Pre-school	£40.00-£60.00	£175.00-£300.00
School age Morning & Afternoon	£25.00-£30.00	£125.00-£150.00
School age Afternoons only	£15.00-£25.00	£75.00-£125.00

Fees:

Hourly rate £5.30-£10 per hour. No charge for my holidays

Tax credit fees to be paid on a pro-rata basis (payable 52 weeks of the year)

To be paid weekly/monthly in advance on Fridays

Rates include meals and snacks and most outings

Overtime/Late £10.00 per hour minimum charge £5.00 (30 minutes)

Outings or travel costs to be agreed for relevant special outings.

Other hours/services are available on request i.e. ad hoc days/hours/2nd child

A minimum of 4 weeks' notice is required on either side for termination of contract. (No notice is required for non-payment of fees)

A retainer of 50% is payable for absences of longer than 1 week, maternity cover, school holidays if you wish to retain my services

Please note, these fees are for guidance only and are negotiable.



www.tots2teenz.co.uk

OUR DAY

Time	Activity
8.00-9.00	Children arrive, settle, breakfast, school run
9.00-11.30	Morning activities-children's centres, parks, forest activities library etc...School run, shopping
11.30-12.00	Rest time after group activities, watch children's programmes, prepare for lunch
12.00-13.00	Lunch
13.00-15.00	Nap time and quiet activities, planned activities
15.00-15.45	Tidying up, school run
15.45-16.15	Independent arrival, free play
16.15-17.15	Circle time, free play
17.15-18.00	Dinner time and home time

Please note:

This is a rough guide to our day. Our children are all individuals; therefore, our routine is flexible in order to meet their needs. It is also changeable in order to adapt to such things as the weather and poorly children.

Drinks and snacks are provided throughout the day.

Late Payment of Fees policy

I work as a registered childminder as I love caring for children and supporting their development. However, it is my chosen career and business. Like you, I too have bills and expenses to meet each month and therefore require a regular income. Please ensure that you are prompt in paying your fees.

If I have not received payment within forty-eight hours of the date stated on the invoice, I will reissue you with your invoice. At this point I reserve the right to temporarily refuse care. If I have still not received payment by the 7th day following the due date, I reserve the right to make an additional charge 'Late payment Fee' as per our contract. If at this point, I still have not received payment I reserve the right to permanently cease minding your child with immediate effect and seek legal advice from the Professional Association of Childcare and Early Years. This may result in you being summoned to attend a hearing at County Court and when the judge finds in my favour you will also be liable to the Court for costs.

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

Charging of Fees policy

No charges for my holidays/bank holidays.

Charges for covering care during my holidays/absence to be negotiated with covering setting.

Sibling discount applies: 10% discount from the eldest child. (This only applies to full time weekly minded children)

After school children will be charged from 3pm, for a minimum of 2 hours. If the place is contracted charges apply even if the child does not attend or if they go to after school clubs, rehearsals, parties, etc.

Pay as you go hours will be charged at a higher rate.

Independent arrival children's fees also start at 3pm for a minimum of 2 hours.

Before school slots are contracted and charged for a minimum of 1 hour.

Fees are charged to the nearest half hour.

Children that have term-time contracts will be charged per the Tots 2 Teenz calendar.

Payment will be required for all contracted hours regardless of attendance.

Contracted hours/days are NOT interchangeable

Retainer charged at 50% for reservation of holiday spaces. Care will only be available for the same days that are contracted days during the term. Full payment to be made in advance for holiday spaces to secure care.

72 hours' notice is required for cancellation of days during holidays. Otherwise once booked full day charges apply regardless of attendance of child.

Funded children will receive care according to the Tots 2 Teenz calendar

1 term's notice is required for termination of funded contracts.

Activity List

Arts and crafts inc play dough

Jigsaw Puzzles

Building Blocks

Television and DVDs

Role Playing Games/Dressing up

Outdoor Games; Ball games, Skipping, Riding Bikes, Hop Scotch, Tag and Stuck in the mud.

Playground

Educational Dancing and Singing

Walks and Forest Childcare Activities

Messy Play

Guessing Games

Musical Instruments

ICT

Junk Modelling

Rattles

Cuddly Toys

Board Games

Childminding Sessions at Children's Centres

Imaginative Play

Cooking and Cleaning

Library

Books

Story Time

Swimming

Breakfast

Fruit

Melon, Apple, Banana, Strawberries and Grapes with a cup of milk

Weetabix with a choice of toppings.

Weetabix served with milk hot or cold, plus choices of toppings either yoghurt with honey or fruit.

Cereal

A selection of low sugar cereals with full fat or semi skimmed milk

Porridge with sultanas

Porridge oats served with Honey or fruit

Banana Pancakes

Pancakes made with bananas, eggs and oats

Lunch

Chicken, Ham or Cheese Salad Baguette/wrap

A Baguette or wrap with Ham, Chicken or Cheese with lettuce, tomatoes and cucumber.

Spanish omelette

An omelette with potatoes, spring onions, peppers and sweet corn.

Cheese on toast

Cheese melted on to toast with a dash of Worcestershire sauce

Spinach and Ricotta Quiche

A quiche with Spinach and ricotta served with a green salad.

Scrambled egg and Frankfurters

Egg scrambled with chopped up frankfurters.

Egg on toast

Egg poached, scrambled or boiled on toast.

Dinner

Tuna Fish Noodles

Egg noodles stir fired with white cabbage, egg, carrots, onion, sweet corn, peppers, and broccoli seasoned with soy sauce.

Sausage Casserole

Sausages with sweet corn and carrots in a tomato sauce with rice.

Seafood Pasta

A salad of pasta, cucumber, peppers, spring onions, sweet corn, grated carrots and lettuce topped with prawns and a reduced fat Marie Rose dressing.

Gammon Steak

Grilled gammon steak topped with pineapple served with baked potato with baked beans or spaghetti.

Minced Beef and Onion Pies

Minced beef and onion pies served with baked potato, sweet corn and gravy.

Roasted Chicken

Roast chicken pieces served with Boiled potatoes, Carrots, sweet corn and gravy.

Chicken Casserole

Diced chicken with carrots and parsnips in a casserole sauce served with mash potatoes and sweet corn.

Spaghetti Bolognese

Minced beef in pasta bolognese sauce with pasta shells or spaghetti.

Sweet Potato Fishcakes

Fishcakes made with sweet potato and fish e.g. mackerel, haddock, salmon served with salad.

Salmon and spinach pasta

Salmon and pasta in a creamy spinach and cheese sauce

Desserts

Yoghurt

Low Fat Tea Bread

Homemade Pies with Low Fat Custard

Jelly

Courgette brownies

Rice pudding

Marrow cake

Avocado cakes

Pancakes

Homemade Wholemeal Banana Muffins

Drinks

Milk

Water

Smoothies

Milkshakes made with fresh fruit

Hot Drinks – Honey and Lemon for coughs. (Not for children under 12 months of age)

Snacks

Dried Fruit – Apricots and Raisins
Fresh Fruit
Crackers with cream cheese
Breadsticks with dip
Toasted Hot Cross Buns
Rice Cakes
Cereal Bars - Homemade
Frozen Yoghurt
Home-made ice lollies

Day Trips

Beach
Adventure Playground
Kew Gardens
RAF Museum
London Sightseeing
Science Museum
Natural History Museum
Hampton Court
Picnics
Lego Land
London Zoo
City Farm
London Aquarium
HMS Belfast
Tower of London
London Eye
Bunny Park

Equal Opportunities Policy

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

All children in my 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. I try to ensure my toys reflect positive images of children and people from different cultures and with different abilities. I have toys and resources that challenge stereotypical ideas on what careers are open to men and women.

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

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

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

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

I will never use discriminatory, racist or sexist language.

I will endeavour to reflect a variety of situations through toys books and display.

I will aim to learn about other cultures.

I will strive to use some words from the child's home language.

I will listen to and praise children individually.

I will treat each child as an individual, with equal concern.

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

Safeguarding and Child Protection Policy

My responsibility as a childminder is to ensure the safety and welfare of all the children in my care in line with the procedures laid out by London Child Protection.

The Brent Safeguarding Partnership is responsible for producing Safeguarding Children Procedures based on national guidelines set out in Working Together to Safeguard Children 2018 (updated February 2019) It monitors the effectiveness of the Procedures systematically and amends them as it becomes necessary.

Any concerns whether they be physical injuries, signs or symptoms or concerns raised through conversation shall be recorded. If a child arrives at my setting with injuries the parent will be asked to sign my existing injuries form. I will ensure that the child receives medical treatment if necessary. I have received training on Safeguarding Children (Child Protection) and am aware of the signs and symptoms of child abuse, physical, emotional and sexual, and those of neglect. I am also aware of, and will need to take action to protect children from upskirting, breast ironing, forced marriage, FGM and child sexual and criminal exploitation (including county lines). Also, from bullying, domestic and relationship abuse, fabricated or induced illness and substance abuse. This list is not exhaustive.

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

I use a mobile camera phone to take pictures to share with parents and to record children's interests and development. I will only take pictures with permission from parents or carers. I will discuss with each parent why I will be taking photographs of their child and agree how they will be used within my home setting. (For example, a display, marketing literature, website, learning journey etc.)

I will request permission for children to be pictured in a group photo.

I will endeavour to keep the children out of photographs being taken by other people when we are in public places, for example Children's Centres and parks. If I am concerned that a stranger is taking photographs of the children, I will remove the children to safeguard them and call the police if necessary.

I will also discourage children from taking pictures of each other unless prior permission is given.

Older children are permitted to have their mobile phones about their person with advanced notification. However, I will consult with parents regarding the allowed usage of the phone.

I will not use my phone unnecessarily whilst children are in my care.

I am registered with the Information Commissioner's Office (ICO) for Data Protection and I follow their guidance and I am General Data Protection Regulation (GDPR) compliant.

I will delete any photographs of a child once they leave my setting unless otherwise instructed.

I comply with the requirements of the Prevent Duty document. Its aim is to prevent children from being drawn into terrorism through radicalisation by extremists.

I have taken training provided by Channel to increase my knowledge and improve my skills in recognising the signs and I know when and where to go for help therefore protecting children.

Alongside the PREVENT strategy, the Government has stated that all early years providers must teach children about and actively promote fundamental British values.

British Values are defined as:

- Democracy
- The rule of law
- Individual liberty and personal responsibility
- Mutual respect
- Tolerance of those of different cultures, faiths and beliefs

I promote British Values in my setting through activities, being taken out and about in the local community and by leading by example.

For more in depth information on how British Values are promoted please see separate document.

Procedure for Allegations of Abuse

As a Childminder working alone, I am more vulnerable to allegations of abuse being made against myself or my family. I will take precautions to protect myself from this happening by:

- Ensuring all household members over 16 are CRB/DBS cleared
- Ensuring all visitors to the house are logged into the visitor's book, advised of the Code of Conduct and do not have unsupervised access to the children under any circumstances
- Documenting all accidents and incidents that occur whilst children are in my care, informing parents and ensuring that my records are signed.
- Noting existing injuries when children arrive and asking parents to attest to them.
- Ensuring the children are supervised at all times
- Keeping accurate records on each child

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

Contact: Brent Child Protection Team

Childminding Development co-ordinator

Insurance Company via PACEY Legal Advice Line

Ofsted

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

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

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

The role of the Local Authority Designated Officer (LADO) in Children's Services is currently subject to review and the LADO function will be undertaken by the Child Protection team and this team should be contacted as the first point of call for any LADO queries until further notice.

Brent Family Front Door

0208 937 4300

The Child Protection Team out of hours telephone: 020 8863 5250

Brent.SCF@brent.gov.uk

For further information about Safeguarding in Brent please refer to the Brent Safeguarding Partnership website

Health and 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 risk assessment of my home every morning before the children arrive to ensure that it is a safe environment for minded children
- I do a more thorough risk assessment on a regular basis.
- I periodically review my risk assessments on places that we visit regularly.
- All equipment will be checked and cleaned regularly. All equipment is fitted with the correct safety harnesses to prevent accidents, for example highchair and pushchairs.
- Car seats are checked regularly to ensure they are correctly fitted.
- My car is regularly serviced and MOT. I keep the safety locks on the back doors working. My car insurance is for Business use.
- I use safety equipment appropriate for the children in my care, i.e. stair gates, cupboard locks etc. These are checked regularly.
- I have procedures in place in the event of a fire (see separate policy)
- My kitchen has been checked by Environmental Health and I have received a 5-star hygiene rating.
- I ensure that the bins are emptied daily, and any used nappies are wrapped and placed in the outdoor rubbish bin.
- I do not permit smoking in my home (see separate policy)
- I follow strict hygiene guidelines to prevent contamination
- I have strict Child protection guidelines in place (see separate policy)
- Children must stay with me when we are away from the home. Younger children will be strapped into a pushchair and older children will be on either a harness or wrist strap or holding onto my hand/pushchair.
- Risk assessments are performed when we visit anywhere new.
- I have emergency contact details with me at all times should I need to contact the parents.
- I have a first aid kit and a charged mobile phone on me at all times.

- I wear an emergency contact details card around my neck in case I am incapacitated when we are out and about.
- I will work with you to teach the children about safety issues like crossing the road and stranger danger.
- I will work with you to teach the children about making healthy food choices and physical exercise.
- Sleeping children will be regularly monitored.
- I discourage the children from keeping 'secrets'
- I will restrain a child if they are putting themselves or others in danger, for example running into a road.

NB. I do not use socket covers in my home due to the Fatally Flawed campaign (see separate documentation)

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

Managing Behaviour Policy

It is central to the philosophy of childminding that the minder should be very positive at all times towards the children and the children towards each other. Promoting positive behaviour is very important and I do this by:

- Giving lots of praise for good behaviour
- Rewarding good behaviour e.g. hugs, smiles, claps
- Giving the children individual attention so they feel valued
- Setting a good example, being a good role model
- Listening to what the children have to say
- Mentioning good behaviour to others
- Giving children certificates or stickers for good behaviour, sharing etc.

I set clear boundaries and 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 over tired or hungry.

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

- Distraction. Remove the child from the situation and give them an alternative activity.
- Ignore. Depending on the situation I may ignore the bad behaviour as 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 that that it is their behaviour that I do not like, not them.
- Time Out. Removing the child from the activity and sitting them quietly for a few minutes
- Removal of treats.

I am committed to the PACEY policy of:

No smacking, slapping, shaking, biting, frightening or humiliating a child.

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 will help children maintain their self-esteem by showing I disapprove of challenging behaviour, not the child themselves

If a child misbehaves I will let you know. I will also inform you of how the matter was dealt with. In most cases the matter will not require any further action, punishing a child hours after an incident achieves nothing but confusion and upset.

If you have any concerns regarding the managing of your child's behaviour, please do not hesitate to contact me. It is important that we work together on managing behaviour in order not to confuse your child.

Consistent unacceptable behaviour and inaction on the parent's part will result in the parents being asked to withdraw the child.

I also like to set up a behaviour contract in partnership with older children and young people

Data Protection and Confidentiality Policy

In order to provide a quality early years and childcare service and comply with legislation, I will need to request information from parents about their child and family. Some of this will be personal data.

I take families' privacy seriously, and in accordance with the General Data Protection Regulation (GDPR), I will process any personal data according to the seven principles below:

1. I must have a lawful reason for collecting personal data, and must do it in a fair and transparent way. I will be clear about what data I am collecting, and why.
2. I must only use the data for the reason it is initially obtained. This means that I may not use a person's data to market a product or service to them that is unconnected to the reasons for which they shared the data with me in the first place.
3. I must not collect any more data than is necessary. I will only collect the data I need to hold in order to do the job for which I have collected the data.
4. I will ensure that the data is accurate, and I will ask parents to check annually and confirm that the data held is still accurate.
5. I will not keep data any longer than needed. I must only keep the data for as long as is needed to complete the tasks it was collected for.
6. I must protect the personal data. I am responsible for ensuring that I, and anyone else charged with using the data, processes and stores it securely.
7. I will be accountable for the data. This means that I will be able to show how I (and anyone working with me) am complying with the law.

I have registered with the Information Commissioner's Office (ICO), the UK's independent authority set up to uphold information rights in the public interest, promoting openness by public bodies and data privacy for individuals.

I expect parents to keep private and confidential any sensitive information they may accidentally learn about my family, setting or the other children and families attending my setting, unless it is a child protection issue.

I will be asking parents for personal data about themselves and their child/ren in order to deliver a childcare service (see privacy notice). I am required to hold and use this personal data in order to comply with the statutory framework for the early years foundation stage, Ofsted, Department for Education and my local authority.

Subject access

Home 0208 452 5121
Mobile 07984 808311

Updated January 2019

Parents have the right to inspect records about their child at any time. This will be provided without delay and no later than one month after the request, which should be made in writing. I will ask parents to regularly check that the data is correct and update it where necessary.

Storage

I will keep all paper-based records about children and their families securely locked away. I keep records relating to individual children on my computer on my system. This system is password protected.

Backup files will be stored on OneDrive which is GDPR compliant. Firewall and virus protection software are in place. If I copy the files to a USB stick, it will be stored securely with the paper files and password protected.

I also keep families' contact details on my mobile phone which is secured with fingerprint and pattern lock.

I also use my phone for taking pictures of the children to note their activities and routine. Some of these pictures will be shared with families via WhatsApp which is GDPR compliant. Group photos are placed in other children's files and sent to families on the understanding that once those photos have been sent they are no longer my responsibility and cannot be deleted or destroyed even if requested.

Information sharing

I am expected to share information with other childcare providers if a child also attends another setting.

I am also required to share information with London Borough of Brent in regard to the childcare and early years entitlements.

I will not share any information with anyone without parents' consent, unless there is a child protection concern.

Ofsted may require access to my records at any time.

Record keeping

I record all accidents on my system.

I will notify PACEY of any accidents which may result in an insurance claim. PACEY will log and acknowledge receipt of the correspondence and forward the information to the company providing my public liability insurance policy to enable a claim number to be allocated.

I will inform Ofsted or the Local Safeguarding Children Board and the Health and Safety Executive of any significant injuries, accidents or deaths as soon as possible.

I record all significant incidents on my system and I will share these with parents so that together we can work to resolve any issues.

I will only share information if it is in a child's best interests to do so. For example, in a medical emergency I will share medical information with a healthcare professional. If I am worried about a child's welfare I have a duty of care to follow the Local Safeguarding

Children Board procedures and make a referral. Where possible I will discuss concerns with you before making a referral.

Safe disposal of data

I am required by law to keep some data for some time after a child has left the setting. Please see Data Audit Document. I have a review plan in place and ensure that any data is disposed of appropriately and securely.

Suspected breach

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

Retention policy

Policy

Under the new General Data Protection Regulations (GDPR) All Early years and Childcare settings are required to have transparency on the way they collate, store and use any personal information pertaining to the children in their care and their families. Parents have the right to ask that personal data is destroyed or deleted once they have left a setting providing deleting the material does not impact on Ofsted and legal regulations. Please refer to my Privacy Notice.

Procedure

Data required by myself to ensure I follow all GDPR and Ofsted requirements are as follows

- Personal information-
- Parent's names,
- Childs name
- DOB Address
- Contact Details
- Drs name
- Parental Responsibility
- Medical information
- EYFS

Under the new GDPR we are required to inform parents of how personal information is collected, stored and used. All paper-based information is kept in a secure box. Information cannot be shared without parental permission unless it is a Safeguarding concern.

Electronically stored information is stored securely, and password protected.

Contact information is also stored on my mobile phone as supplied by parents. Once a child leaves I will delete those numbers if so requested.

I use my mobile phone to take photos of your child which are used in your child's learning journey,

I use WhatsApp to send photos and pertinent information to all parents about their child's day to day activities and routine, this will continue under the new GDPR and again all data will be deleted at parent's request.

Group photos are placed in other children's files and sent to families, on the understanding that once those photos leave my possession, those photos are no longer my responsibility and cannot be deleted or destroyed even if requested. Photos will not be used for any commercial or public use at any time.

In order to comply with GDPR I am required to inform you that you may access any personal data I hold on your child or your family and I agree to hold all this information securely until such time as you request deletion providing this does not compromise Ofsted, DFE or HMRC regulations. Any Data relating to Safeguarding, Accidents or Incidents must be retained until the individual child reaches the age of 21 years and 3 months as required by law, therefore is exempt from the privacy laws.

For details of how long I am required to hold pertinent data on your family or child please see Data Audit document.

Please note: if your child is in receipt of funded education and you withdraw consent for your data to be shared with the local authority, you will be liable for any fees that become outstanding as I am required to share your data in order to access the funding.

You will be further informed about the retention of your data at the time of termination of our contracts.

If I close down my setting, I will follow the requirements of the ICO as are current at that time.

Privacy Notice-GDPR

In accordance with new General Data Protection Regulations May 2018 I am required to inform you of why, where and how we gather and store any personal information about your family and your child.

The new legislation requires childminders to obtain permission from parents to gather store and share information about their child. As a childminder setting I may require the following information.

- Childs name
- Childs DOB
- Address
- Parental responsibility
- Parent's contact details
- Parent's work details and National Insurance number
- Emergency contact details
- Drs name and contact details
- Any medical details
- Allergies or dietary needs
- Any additional or special educational needs
- Ethnic group, religion and home language
- Any other relevant information

This information will be used to:

- support your child's development
- monitor and report on your child's progress
- share information about activities in our setting
- contact named people in an emergency
- share with other professionals in accordance with legislation
- ensure a contract of service is delivered and maintained
- ensure that this setting receives the statutory funding for which it is eligible.

And with permission may be shared with:

- Other professionals supporting your child, for example health visitor, pre-school, nursery, school, other health or education professional

- My local authority through the Free Childcare and Early Education Entitlement headcount and annual Early Years Census
- My local authority for the purposes of funded services that they support
- The local safeguarding children's board or Social Services Referral and Assessment Team if I ever have any concerns about the safety of your child.
- Ofsted

I keep records of all children's information and development on a database system maintained by CM Software who are GDPR compliant. Please see CM Software Privacy Notice. These details will not be accessed or viewed by anyone other than myself without parents' permission.

Parental permission will be required to share any information with outside agencies such as Preschool, school, health visitors etc unless informing parents would place the child in immediate danger, in this case information would be shared without parental permission.

I am also required by Ofsted regulations to record your child's development under the EYFS. This includes taking photographs to use in the child's learning journey recording their development and routine. Permission will be sought from parents for their own child's picture to be included in other children's' learning journeys on the understanding that once they leave my possession, they then become the property of that child's parents and I no longer have responsibility for them.

Any information pertaining to accident or incidents involving a child in our care has to be kept until a child reaches 21 years and 3 months of age will not be included in the withdrawal of permission as we are required by Ofsted and our insurance to keep this information.

I am now also required to have parental permission in the methods I use to contact you and share information. I store parent's mobile numbers on my mobile phone and will continue to use this method to contact you unless told otherwise. I use WhatsApp to share photos and information with parents about the child's daily routine and will continue to use this method unless informed otherwise by a parent.

I also require permission from your emergency contacts, to confirm that I have permission to store their contact details.

I carry ICE cards with me when out and about. They are worn on a lanyard around my neck and will not be viewed by anybody unless there is an emergency.

If a parent requires that I 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 can be deleted and which information must be kept in order to comply with my Ofsted registration and insurance requirements. Please see Retention Policy for further details

Privacy Notice for CM Software

In accordance with the updated General Data Protection Regulations (GDPR) that come into play from the 25th May 2018, childcare providers need to stipulate to the parents who they supply childcare for, why, how they store, use and delete personal information of the children and their families held by them.

For those who use the cm software database, there may be occasion when they need to return the database to me, with my being the software developer, to include stored personal information of the children in their care. In this event the following steps will be taken.

In the event of a database needing an upgrade, or in the event of a database item not responding as expected, then the following procedure will take place.

1. A customer will contact me to say that they would like to either have a new item built into their database, or for me to check the function of a given item.
2. The customer is invited by me to send 'a copy' of their database, by way of email attachment, Google Drive, One Drive or Drop Box. Each method will leave a digital footprint.
3. I will remove all database password protections so that I am able to gain access to the design aspects of the database.
4. I will build in the new item, check that it works as intended, or reconcile any function issues raised, build back the password permissions and then return the newly upgraded/revised database using the same method as that used to send it to me.
5. On confirmation of safe receipt of a newly upgraded or revised database by a customer, I will then delete all digital footprints to include: -
 - Google Drive
 - One Drive
 - Drop Box
 - Email: In Folder, Sent Folder and Delete Folder
 - Recycle Bin
6. If no confirmation of safe receipt is received by me, within a period of 7 days, then I go ahead anyway and delete all digital footprints, so that only a blank database carcass is stored by me.
7. My keeping a blank database copy is strictly for benefit of the customer, in case of the event that a virus corrupts their copy.
8. I confirm that databases are downloaded to a private laptop, which is password protected and is not available for access by a third party. I also confirm that I have absolutely no interest in the data stored within a customer's database, my only interest

being related to the various database item unique ID's which tell me whether or not, items within the database are working as intended.

Jean Ormerod ddsys@hotmail.co.uk

Complaints Policy

As a registered childminder, I aim to work in close partnership with all parents to meet the needs of their children. Maintaining good communication between both parties will aid this. I expect that parents will immediately bring to my attention any aspect of my service they are not happy with so that every effort can be made to resolve the matter. Parents can make a complaint to me verbally, in writing or via email if they prefer.

It is a legal requirement that all complaints are logged along with the outcome and any action taken. Therefore, I will record details of your complaint on my provider complaints record form. These records must be available to show an Ofsted Childcare Inspector if required. It is also a requirement that I share the findings with you within 28 days from the date of the complaint. Therefore, I will provide you with a copy of this record within the relevant time period.

If you feel that you are unable to talk to me or that after talking the matter remains unresolved then you can make a formal complaint to the Ofsted Complaints and Investigation Unit on 0300 123 1231 or in writing to:

The National Business Unit

Ofsted

Piccadilly Gate

Store Street

Manchester M1 2WD

This information is also displayed at all times on my notice board in the Ofsted parent's poster.

You can also ring PACEY 0845 880 0044

Or the

Equality Advisory Support Service on 0808 800 0082 for guidance.

Procedures in the event of a Terrorist attack or national emergency

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

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

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

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

I understand that during major incidents the mobile phone networks are often not available and even landlines can be cancelled to free up communication systems for the emergency services. I will however attempt to contact you on a regular basis and ask that you try to do the same. I will keep up to date on the situation using any media source available to me, radio, television, the internet etc. I will endeavour to protect your child from information or images that may alarm or distress them. If you wish, we can have a pre-planned excuse that I can use to explain your delay in arriving. We will also have a password in place in order for somebody other than the usual people to collect your child.

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

The Handing Over of Responsibility

Research has shown that more accidents/incidents occur when both the Childminder and parents are present. This is for a variety of reasons:

- The child may feel that with both adults talking they are being ignored, therefore they misbehave to gain attention.
- The child senses that neither adult feels comfortable taking responsibility and tests boundaries further than they would normally.
- No one is supervising the child sufficiently and accidents occur.

I feel it is therefore best that we discuss this situation before the matter arises and an accident occurs.

It is important that a decision is reached, and the child is helped to understand who is responsible for them and when this responsibility changes to another adult.

The parent is to take responsibility as soon as they arrive, and they will be expected to adhere to my Childminding House Rules whilst in my home. I still, however, hold the right to speak to a child that is disobeying their parent/carer.

If you have any concerns over this issue, please feel free discuss them with me.

Transition Policy

As an Ofsted Registered Childminder working to the Early Years Foundation Stage, I am very aware of the need to support both children and their families during the transition to another setting. This could be a child entering my care or leaving my care to attend nursery or school.

I will discuss any transitions with parents in advance and plan how I intend to support their child during the change. This may involve reading books about starting school, visiting the school, talking with them and listening to their concerns. I will link activities to the transition and offer emotional support when needed. I will support the children in developing personal care skills, so they can be independent in the new setting, for example putting on their own clothes/shoes, going to the toilet unaided etc... Children entering my care will be settled in with taster sessions and parent accompanied sessions.

I am happy to work with other settings, with your permission, to help smooth the transition for the children. I can sometimes be available to take the children on visits to help them to become familiar with the new setting. If your child is starting pre-school and I am providing the wrap around care, I will make every effort to link in the pre-schools planning and activities to my own to extend your child's learning where possible.

I will provide parents with development records on their child and a leaving profile that can then be shared with the new setting. This will aid continuity of care and support for the child.

I will also support your child when other changes may occur such as moving home, new sibling or step-parent.

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

Transporting Children in a Car Policy

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

I have a full driving license, which is available for you to see on request

I will ensure my car is in road worthy condition by having it regularly serviced by a reputable garage

I will ensure it complies with all legislation, MOT, Car Tax etc.

I will ensure it is covered by Business Use Car Insurance and the Certificate is available for you to see

I will avoid where possible taking your child to a petrol station, by filling up my car before or after my minded hours

I will ensure all car seats are correctly fitted, age and stage appropriate for the children using them and that they are correctly strapped into them

I will ensure that the child safety locks are in use on my car

I will always carry a mobile telephone with me in case of an emergency but will not answer it whilst driving. I will return calls on my return

I will always carry identification for me and the minded children in case of an emergency

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

I will teach your child about the dangers of cars and roads, in an age appropriate way.

I will advise you in advance if we are making any special trips or long trips in the car.

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

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

Visitors to my Home

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

- I will not leave a minded child in a room alone with a visitor, unless I know they have been CRB/DBS cleared, for example another Ofsted Registered Childminder.
- I will not allow any visitors to take my minded children to the toilet or change their nappies.
- I will request identification from all visitors not known to me and will refuse entry if I am unsure of them.
- Visitors will be entered in my guest log which is available for you to look at upon request.
- Visitors will be shown my code of conduct
- Visitors will not be allowed to use their mobile phones when in the setting and will be asked to step outside if they need to make a call.

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

Working in Partnership with Parents Policy

It is very important for your child that we work in partnership. This will give your child continuity of care and (s)he will not become confused with different standards of behaviour and boundaries.

As parents you are the central adults in your child's life and the ones making decisions on their behalf. I will endeavour to work closely with you in order to carry out your wishes for your child wherever I can. It is therefore important that we have an excellent communication system. I appreciate that as a working parent you will be in a rush to go to work in the mornings and in the evenings, you may well be tired and need to go as quickly as possible, so your child will have a diary and in it I will record details of their day. I would request that you use this book to note down if your child has had a disturbed sleep, is not feeling well or any other piece of information that may help me to provide him/her with the best care I can. I am always happy to discuss your child and their care with you at any time that is convenient to us both, whether in person or over the phone.

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

As your child grows and develops issues will crop up that are very important for us to discuss in order that we can work together, and your wishes be incorporated into my care routine for your child. These could include weaning, pottling training, managing behaviour, starting (pre-) school etc.

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

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

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

I look forward to working in partnership with you to care for your child.

Accident and Emergency

The safety of your child is paramount, and I will take every measure I can to protect your child. However, as I am sure you are aware, sometimes accidents do happen, and I have the following procedure in place on how I will deal with such a situation.

My premises have been checked and they meet the requirements of the Early Years Foundation Stage in England. I also regularly review, update and practise my safety routines, including fire drills. I have an Evacuation procedure in place.

As a registered childminder, I am legally required to have a valid first-aid certificate before registration. I can administer basic first-aid treatment, and my first aid box is regularly checked for expired products and replenished.

I hold written permission from parents to seek emergency treatment for their child if it is needed.

All accidents will be recorded in an accident book.

As a registered provider I must notify Ofsted of any serious accidents, illnesses or injuries or the death of any child whilst in my care and any action I may have taken within 14 days of an incident occurring.

If I am in need of support or advice regarding a serious illness or incident involving a child in my care, I may contact the Professional Association for Childcare and Early Years (PACEY) who will log information regarding the incident with regard to their safeguarding policy. A PACEY designated officer will be assigned to my case and all the information given to them will be kept confidential unless there appears to be a child protection issue which will be reported accordingly.

If an accident or incident involving a child in my care may result in an insurance claim, I will contact my public liability insurance provider to discuss my case and be allocated a claim number. This may involve discussing details of the child in my care with a third party.

I also have an arrangement with other registered childminders to provide emergency back-up cover if necessary.

If there is an accident:

- First, I will reassure the injured child while making sure that the other children in my care are safe. This may mean strapping a baby in a buggy or sitting an older child somewhere safe where I can see them.
- Then, if possible, I will deal with the accident. If not, I will ring 999 for help.
- If I have to accompany or take a child to hospital, I will either take the other children with me, or call my emergency back-up cover. This will be another registered childminder or known responsible adult. These people will be known to you and are named below.

If there is an accident or emergency, my emergency back-up cover may contact you and you will be expected to collect your child straight away.

If I manage to deal with the accident myself, then I will tell the affected child's parents immediately.

If I accompany or take a child to hospital, I will contact their parents and ask them to meet me at the hospital.

If I have an accident, I will get the nearest responsible adult to help, while my emergency back-up people are being contacted.

I will do my best at all times to make sure the children in my care are safe, reassured and kept calm.

Accidents off site

I will carry parents' contact details with me when I am away from my home, in order to follow procedures above should an accident occur when away from home.

Other emergencies

Should any other emergency occur, I will contact parents as soon as possible? I expect that parents will also contact me in the event of any accident or emergency which may befall them. Should it not be possible for parents to contact me, then I will keep the children safe until such time as parents can make contact with me.

Sickness

In the event of any children falling ill whilst in my care, and not requiring emergency treatment, the parents will be contacted, and arrangements made for the child/children to be collected. I will make the child as comfortable as possible until the parents' arrival. If it is necessary to administer paracetamol, for example after immunisations, written permission is required.

Recording

I will record all details in my Accident, Incident and Medication folder and make these available for parents to sign and provide a copy for parents.

If the incident is significant I will inform Ofsted, the local Safeguarding Children's Board, the Health and Safety Executive and my insurance company 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

Emergency back-up cover

Back-up registered childminder	Name: Gifty Quainoo Telephone: 07949 764986
Known responsible adult	Name: Shauna Hutchinson Telephone: 07944 293297
Back-up registered childminder	Name: Nana Isliker Telephone: 07958 165122
Known responsible adult	Name: Naida Hutchinson Telephone: 07903 300360

Care, Learning and Play Policy

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

Babies and young children develop best when they are in a caring relationship with an adult. A baby will learn to walk faster when they have a safe pair of arms to walk towards and learn to talk, when they have an adult listening and responding to them.

I will strive to provide your child with an environment that will be caring, fun and stimulating. I will implement the EYFS.

(Please ask me if you would like to see a copy of these documents)

I will provide activities that support the main learning areas:

Physical Development

Communication and Language

Personal, Social and Emotional Development

Understanding the World.

Expressive Art and Design

Literacy

Mathematics

These activities will include but are not limited to:

Dressing up clothes

Books and DVDs

Small world toys

Construction toys (lego, duplo etc)

Pretend play (toy kitchen etc)

Water play

Arts and Crafts

Outings

Cooking

Gardening

Outdoor play and equipment

Messy play

Sand

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

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

Emergency Evacuation Procedure

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

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

The children will regularly practice the evacuation procedure with me, so they will not be alarmed in the event of the situation being real. Practices will be carried out on different days of the week to ensure all children practice and the details recorded in the fire drill log. There will also be a drill whenever a child enters or leaves my care

- Sound the alarm (this is a whistle)
- Evacuate the children using the safest and nearest exit available (Babies and toddlers will be carried to safety)
- Take:
 - Attendance Record for the day
 - Contact numbers in Mobile phone
 - Keys
 - Footwear for children

Note. These are all kept in a clearly marked 'evacuation bag' by the front door. I have been advised by the Fire Brigade that this will be the exit most likely to be used.

- Assemble at the entrance to the Close
- Contact the emergency services
- Comfort and reassure the children
- Stay at no's 8 or 10 Worcester Close if safe to do so or if not 57 Cranhurst Rd or 67 Review Rd until parents can collect their children
- Follow the instructions of the Emergency Service
- Do not return to the building until the Emergency Services have declared it safe to do so

Head Lice Policy

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

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

Children will not be excluded from my care because they have head lice and I ask that all children and parents are sensitive and understanding towards the child. It is not their fault they have head lice. However, I reserve the right to exclude children in the case of parent's refusal to treat.

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

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

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

I will inform all parents using my service if a child has head lice, but I will not state who to respect confidentiality.

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.

Healthy Eating Policy

‘Where children are provided with meals, snacks and drinks, they must be healthy, balanced and nutritious. Before a child is admitted to the setting the provider must also obtain information about any special dietary requirements, preferences and food allergies that the child has, and any special health requirements. Fresh drinking water must be available and accessible at all times. Providers must record and act on information from parents and carers about a child's dietary needs’.

EYFS Statutory framework

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

I am happy to provide all children in my care with healthy meals, snacks and drinks, or to cook/serve food provided by their parents as long as it meets with healthy guidelines.

I encourage children to choose healthy options and to experiment by trying new foods from other cultures particularly when celebrating and learning about festivals of others. Children are rewarded for trying new foods with stickers and certificates. I will never force a child to eat. Children will often copy other children when eating and may be more likely to try new foods when they are sitting with their friends than they are at home. Children are also encouraged to participate in preparing healthy meals for themselves and we also grow some of our own fruits and vegetables. Children participate in activities with the dental professional and the nutritionist.

All meals are planned within the guidelines of The School Food Trust. I provide a wide variety of meals. I am 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 me know. If you have any concerns regarding diet/menu/quantity, please do not hesitate to discuss it with me. All of my menu meals are adaptable.

Menus are varied and are planned around festivals, seasonal foods, activities and cost. For example, children will be provided with a cold yet nutritious lunch if we are eating whilst out and about and ingredients that are on offer in the supermarket may determine the meals offered. I will share these offers with parents/carers to demonstrate that healthy eating needn't be costly, as many parents/carers claim that this is a barrier to them providing healthy meals at home.

Children often eat the same meals as my family and anybody preparing food in my setting follows the guidelines and are aware of food safety and hygiene.

Children sit and eat together whenever routines allow. Main meals are served at a table/high chair and children will always sit to eat snacks and to drink. Children are offered meals and snacks at regular times throughout the day with no more than 3 hours in between. Enough time is allowed to cater for slower eaters. Children are encouraged to eat independently and are supported in learning to use age/stage appropriate cups and cutlery. Children wash hands before eating and I hold a level 2 food safety in catering qualification.

During celebratory times i.e. birthday parties, children are provided with homemade healthy fruit breads and cakes.

I am happy to store expressed milk for your child. Please make sure it is clearly labelled. I am happy to support you if you are weaning your baby. Please request a copy of my weaning chart for further information.

I do not permit children to have fizzy drinks as these are damaging to children's teeth. Diet or sugar free varieties are also not allowed in my setting as they give children a taste for sweet things and give them a 'sweet tooth'. Children are offered water or milk. An easy to operate 'pump jug' is kept allowing for older children to help themselves to water whenever they are thirsty.

My setting is environmentally impact aware and foods are chosen from seasonal foods, sustainable sources and packaging is recycled. Extra food is safely stored to be served at a later date to reduce food wastage.

Please refrain from bringing unhealthy snacks or lunches into my setting. I can provide parents/carers with PDF copies of the Eat Better, Start Better (formerly School Food Trust) recipes. If you would like a printed copy, please let me know. Parents and carers are also provided with copies of any recipes of meals that the children have prepared and with a sample menu before the start date. A copy of the Healthy Child Programme document is also available.

This policy is always available to view so that all who provide food for the children, including parents and carers, are aware of its content and are able to implement the policies contained within.

This policy is reviewed and updated, if necessary, with the valued input of parents/carers, colleagues and children and in line with any updates to government guidance and in line with the Eat Better, Start Better Code of Practice.

Hygiene Policy

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

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

I will assist the children in hand washing, ensuring that they are washing and drying them correctly.

I will provide paper towels for use after hand washing. Each child shall have their own towel for use after activities such as swimming.

I am happy to help children to clean their teeth if you provide me with a toothbrush and paste.

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

As advised by healthcare professionals, I will not mind a child who has had an upset stomach in the last 48 hours.

I will disinfect my changing mat between children.

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

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

Inclusion Policy

I make sure that I actively include all children and their families.

I provide a range of challenging and enjoyable opportunities for each child to learn and develop to their full potential, taking into account age and stage of development, gender, ethnicity, religion, home language, and ability.

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

I challenge racist and other discriminatory remarks, attitudes and behaviour from all children and adults with whom I have contact.

I will endeavour to make sure that my setting is accessible to all and make reasonable adjustments.

I am committed to providing the best care for all children in my setting and I will undertake the appropriate training in order to support those with SEND whenever necessary.

I will work closely with other professionals to support the needs of all children in my care.

I will observe children in order to identify any additional needs a child may have and seek advice from the Brent Inclusion Team and work closely with parents and the Parent Partnership Service.

This policy has been written in compliance with
Special Educational Needs and Disability Code of Practice 2014

I have a copy of this document in my files for you to see upon request.
Parents will be sent a copy of this document.

Independent Arrival at Childminders Policy

I am happy to mind older children who are at secondary School and who wish to arrive at my home independently, however I can't be held responsible for your child's safety until s/he arrives into my care.

I will need to know in advance details of their anticipated times of arrival, if they are staying at school for a club, sports fixture or detention I will need to be notified. If there are any unexpected changes, please let me know or ask your child to let me know somehow. E.g. Via a teacher

If I your child fails to arrive at the anticipated time, I will try to contact them on their mobile phone (if this is an option) to confirm their whereabouts. If I am unable to make contact, I will contact you for further guidance. If you are unavailable I will contact the school. In the unlikely event that I have been unable to locate your child I will contact the police for further guidance.

These procedures are not meant to alarm you but to reassure you that I am providing the best care possible for your child.

If you are planning for your child to arrive independently to me, please let me know so we can ensure that all parties involved are fully aware of these procedures and any alterations made to them. I will require you to sign a copy of this policy to confirm your agreement of it.

Policy for Supporting Children who are Experiencing Loss or Change in Their Lives

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

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

I am willing to support your child by:

- Encouraging your child to ask questions and answer them to the best of my ability, honestly and simply using language and words that are age appropriate.
- Talking with the child about the person/animal who has died
- Offering to listen to the child, so they can share their thoughts and emotions in a safe and caring environment with a familiar and sympathetic adult
- Observing the child and noting any concerns or changes to their play and interaction with others and sharing these with you
- Finding appropriate ways for the child to become involved in remembering the person/animal, for example a memory box or jar.
- Regularly discussing with you how your child is coping, however this will not be in front of the child, so we may need to arrange to discuss the matter over the telephone.
- Ensuring that the other children who attend understand (according to their age) that the child is more sensitive at the moment and may need to be given more space or support.

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

If you wish to discuss any concerns you have regarding this policy or your child's emotional welfare, please do not hesitate to contact me.

Lost Child Policy

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

However sometimes children can 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 the other children with me, as they may be distressed

I will then alert the police and provide a full description

I will then alert the parents of the situation

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

Ensuring the children hold my hand or the pushchair whilst we are out

Walking children wear reins

On outings the children wear hi-vi vests and name tags with my mobile number on them

When the evenings are dark, I wear a hi-vi vest

We wear lanyards attached to name tags and all tags have emergency contact numbers on.

I teach the children about the dangers of wandering off and of talking to strangers

Medicine Policy

I am happy to give your child prescribed medication, for example Calpol, but only if you have written permission for me to do so and have provided it yourself. This may be in the form of a text message or email.

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.

This is to protect your child, you and myself. It is vital that you inform me of any medication you may have given your child before they arrive into my care. I need to know what medicine they have had, the dose and time given.

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

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

If your child needs to take medication prescribed by a doctor, please discuss this with me. I will need you to sign an additional permission form. In some cases, a child on antibiotics may be asked not to attend for 24 hours in case they react to the medication and to prevent the spread of an infection to others.

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

I will record all medication administered in my book and request a parental signature beforehand and at the end of each day.

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

No Smoking Policy

I have a no smoking policy in my home.

No one is permitted to smoke in my home.
This includes the practice of ‘vaping’

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

If you would like help with quitting smoking information, free products and resources can be found at

www.nhs.uk/smokefree

Help is also available from the Brent stop smoking team who are based at Civic Centre, Engineer's Way, Wembley, HA9 0FJ and run drop-in clinics throughout the borough.

Contact them on

020 8937 5490

or email them at

stopsmoking@brent.gov.uk

Personal Possessions Policy

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

I will endeavour to keep all children's toys and resources safe, however I am sure you appreciate with several children in my care at any one time, it is not always possible to keep an eye on their belongs when we are out and about. Whilst losses are rare I would advise that if a toy is very special or expensive that it remains safely at home as I will not be held responsible for loss or damage to them. I will also endeavour to keep clothing safe but please understand that the same applies to these items. It is advisable to not send your child to me wearing expensive clothing.

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

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 and 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.

If a child needs comforting when they are upset or hurt, I will provide these. I cannot comply with the wishes of parents who do not want me to have any physical contact with their child as hugs and cuddles are essential for a child's well-being.

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 asked 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 brushing of 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. This may involve me washing a child or assisting them with cleaning themselves.

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

Policy on Biting

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

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

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

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

If your child bites, I will remove them from the situation. I will explain to them, according to their age and understanding that biting is unacceptable behaviour. For younger child this may be by my tone of voice and facial expressions rather than lots of words. It may be necessary for me to exclude the child from an activity and use 'time out' until they are calm enough to return. I will also encourage the child to apologise to the child they have bitten and work with them to develop strategies to help them deal with the reasons.

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

Sandpit Policy

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

- I will only use sand that is suitable for play.
- I will ensure the sand is regularly changed
- I will dispose of spilt sand
- I will ensure the sandpit is covered to prevent it being used as a litter tray by cats and other visitors to the garden.
- I will ensure that the children are closely supervised whilst playing in the sandpit.
- I will teach them about keeping the sand low to avoid it getting in their own and others eyes.

If you would like your child to wear a hat whilst playing in the sand, then please let me know.

Settling in Policy

I understand how difficult it is for parents to leave their child with a childminder 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 am to provide.

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

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

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

I will keep you updated during the early days of your child's care.

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

Sleeping Baby Policy

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

As a working parent you too need your sleep, so it is important that I attempt to work in partnership with you to keep your baby's sleep routine consistent.

Naps are vital for children and as a professional childcare provider I am obliged to ensure that children get the right amount of sleep during their time in my care. Please ask of you wish to see guidance regarding this matter.

Please be advised, all children under the age of one will sleep in a cot, for safety's sake. Children over two take their naps on sleep mats. All bedding is kept separate and laundered regularly. Children will not be placed on the sofa to sleep. Parents of children between these ages may choose either option. I follow the 'feet to foot' guidance for sleeping.

I will regularly check your baby when s/he is sleeping. I will record these naps and the total time slept.

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

Suitable clothing policy

The outdoor environment plays a big role in the development of children in many different areas and I take the children in my setting out and about in all weathers. Therefore, I require the co-operation of parents. I require that parents provide their child with wellington boots, for walking babies, a waterproof coat, a warm coat and a hat and gloves. I also require that the child be provided with suitable sun block, swimwear (for use in the paddling pool) and a sun hat. Sensible shoes for running and climbing should also be worn or provided.

Messy play is also extremely important for a child's development. Therefore, I also request that parents provide their child with at least one change of clothing for use in case of accidents or after messy or muddy and wet play. Please do not dress your child in their best clothing as they are liable to get very messy.

I will ensure that your child is supervised at all times when playing in or near the water. I will not take your child out if it is dangerous and I will ensure that your child is not kept out if it may be hazardous to their health. For example, I will not keep your child out in the boiling hot sun or for extended periods in freezing cold weather.

I will ensure that your child is suitably attired in the clothing provided. I will protect your child's clothing where possible with aprons and try to use washable craft materials.

Sun Protection Policy

The damaging effects of exposure to the sun on young skin have recently been well documented. I will do everything I can, working in partnership with you, to ensure that your child is protected.

I will need you to provide me with:

Sun Cream suitable for your child (high factor)

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

A thin top/cardigan/t-shirt with long sleeves

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

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

Sickness Policy

I appreciate that as a working parent you need to be able to go to work, however if your child is unwell then they will be better cared for in their own home with a parent. I am happy to care for children with minor coughs and colds but will not care for children who are very unwell, infectious or running a high temperature. I have to go out each day to do school and pre-school runs and need to consider the welfare of all the children in my care.

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

If you knowingly bring your ill child to my setting without informing me of their condition and I have to close due to the illness being passed on to me or members of my family full fees will be payable

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

I am happy to administer medication-please see my Medication policy.

Television Policy

I limit the time children in my care are permitted to watch television and in fact we rarely watch it.

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

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

During school holidays there will be older children in the setting for much of the time. Any viewing is to be age appropriate for the youngest child present.

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

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

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

This guidance can also be applied to iPads and tablets.

Doorstep Policy

The setting operates a doorstep drop-off and collection policy once babies and children are settled.

This is to avoid overcrowding and accidents occurring within the setting. Many children are collected at the same time and the space inside is limited. There may be crawling babies present and this procedure is will be followed to protect them and to keep their environment clean.

Uncollected children

Procedure if a child is not collected

If a child is not collected within 20 minutes of the agreed collection time, I will try to contact the parents.

I will then try the emergency contact numbers.

During this time, I will continue to safely look after the child and attend to his/her needs.

I will continue to try the parents' contact numbers and emergency numbers.

If, however a child is still uncollected, and no contact has been made after an hour, I will then contact the local authority and the duty social worker.

Please ensure that I am informed of any changes in contact details for all carers and emergency contacts.