

## Working in Partnership with Parents



It is very important for your child that we work in partnership. Parents are the central adults in their child's life and the ones making decisions on their behalf.

We will endeavour to work closely with you in order to carry out your wishes for your child wherever we can. It is therefore important that we have a good communication system. We use the online Family App for daily communication, which will include what your child has eaten, naps, activities, milestones achieved etc. We invite you to share your child's achievements from home and would request that you also let us know if your child has had a disturbed sleep, is not feeling well or any other piece of information that may help us to provide him/her with the best care we can. We are 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.

We would also appreciate it if you could inform us 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 our care routine for your child. These could include weaning, potty training, managing behaviour, starting (pre-)school etc.

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

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

If you have any other thoughts regarding the care we are providing for your child please do let us know. Often a concern is a simple misunderstanding that can easily be resolved; un-aided it can fester and become a major issue. We are open to new ideas that may contribute to children's development or enhance our practice.

All our policies and procedures have been developed in accordance with the principles established by the Children Acts 1989 and 2004; the Childcare Act 2006 and 2016; the Early Years Foundation Stage (EYFS) Statutory Framework (2017), the Data Protection Act 2018, and in line with government publications "Working Together to Safeguard Children" 2018, "Channel Duty Guidance" 2015 and Medway's Safeguarding Children Board (MSCB) Safeguarding Children Procedures. They enable us to fulfil all the legislative requirements of childminding whilst providing a safe and stimulating environment for your child.

## Complaints Policy and Procedures



If you need any advice or have any concerns about the service we are providing, please bring it to our attention, either verbally, in writing or by email. Every effort will be made to resolve the issue through discussion.

Depending on the nature of the complaint, we will investigate it ourselves or it will be passed on to Ofsted to investigate. Complaints will be treated sensitively. You will be notified of the outcome and receive a copy of any records regarding the complaint.

We will keep a written record of all complaints. It will remain confidential unless an Ofsted inspector asks to see it. Records will be kept for ten years. The following details will be recorded:

- Name of the person making the complaint
- EYFS or Childcare Register Requirement(s) to which the complaint relates
- Nature of the complaint
- Date and time of the complaint
- Action taken in response to the complaint
- Outcome of the complaint investigation
- Details of the information and findings that were given to the person making the complaint including any action taken.

We will also keep a summary of the complaint to provide on request to Ofsted and any parent of a child for whom we act as childminders. This summary will not include the name of the person making the complaint.

If your complaint cannot be resolved or if the complaint is of a serious nature, and you feel unable to discuss it with us, you should contact Ofsted:

- Unless there are special circumstances, complainants must send their concerns using the online complaints form available on the Ofsted website at <http://www.ofsted.gov.uk/contact-us/how-complain>. This assists in the effective handling of complaints and supports complainants to submit their concerns clearly and concisely.
- If there are special circumstances that prevent the submission of a complaint online, complaints can be sent in writing to:  
Ofsted,  
National Complaints Team,  
Piccadilly Gate,  
Store Street,  
Manchester.  
M1 2WD

For impartial advice you can contact the PACEY information line on 0300 003 0005

## Confidentiality Policy



All information on children and their families is kept confidential and filed away. In accordance with the General Data Protection Regulation (GDPR) 2018, only the necessary information will be collected and stored securely for the minimum amount of time. Paper copies will be kept until the child reaches the age of 21 years and 3 months. Electronic information, including mobile phone numbers, will be deleted when the child leaves the setting.

The data we are required by law to hold for each child is as follows:

- Child's name
- Child's DOB
- Child's address and contact details
- Parent addresses (if different) and contact details including phone number
- Parental responsibility
- Legal contact
- Emergency contact details (2 people not including parents)
- Allergies / dietary requirements
- Any other special requirements / needs / medical history details
- Names of people who can collect your child if not yourselves
- Doctor's name, address and contact number

We also maintain appropriate consent forms. We review contracts, details and consents annually but we expect parents to inform us of any changes to any of the above information or changes in the child's home circumstances, such as new baby, divorce/separation, new partner or bereavement.

Personal information will only be shared if the parents/carers give their permission, unless there appears to be a child protection issue, in which case the child's details will be passed on to Social Services.

Ofsted may require to see our records at any time. Parents may see records about their own child at any time.

The Funky Monkeys computer, tablet and mobile phone are all password protected.

## Safeguarding Policy and Procedures



Children are under our supervision at all times.

We pay special attention to safeguarding the children in our care and it is our duty to protect them. We may enquire about a child's emotional and physical well-being, by asking about bumps or bruises seen on a child, or any significant changes in behaviour. Any relevant information that gives cause for concern will be recorded. Parents must notify us of any concerns they have about their child and any accident, incidents or injuries their child has at home, which will be noted. We will do everything in our power to support and work with the child's family.

If a child tells us that they or another child is being abused we will follow the Medway Safeguarding Children's Board (MSCB) child protection guidelines (leaflet available on request), which may result in a consultation or referral to Social Services. In any case, all information will be recorded in writing. It is not our responsibility to attempt to investigate the situation ourselves.

If an allegation is made against one or more of us, it will be reported to Ofsted and Medway Council, following the MSCB procedures. We will also contact PACEY's safeguarding children service for advice and support.

We are also obliged to have due regard to preventing people from being drawn into terrorism. Being drawn into terrorism includes both extremism and non-violent extremism, which is defined in the Prevent strategy as: "vocal or active opposition to fundamental British Values, including democracy, the rule of law, individual liberty and mutual respect and tolerance of different faiths and beliefs." We will uphold and promote these values in order to keep children safe from the dangers of radicalisation and extremism.

In accordance with Ofsted's 'Suitable person' requirements, we will ensure that neither us nor anyone else who has contact with the children whilst in the setting, is under the influence of alcohol, or drugs, including tobacco products and e-cigarettes. If one of us is prescribed medication other than routine antibiotics we will seek medical advice to confirm that our ability to look after children will not be impaired.

We carry our Funky Monkeys mobile phone with us at all times, in case of an emergency or so that parents can contact us. We use the camera on the phone and the tablet to take pictures of the children in the setting. The pictures will be printed or uploaded and then deleted within one month. With permission, pictures may be used on the website or shared to a private social media group. Whilst we usually take individual pictures of children, this may not always be possible due to a group activity. We request that parents are mindful of protecting other people's children, and do not circulate group photos elsewhere.

## Inclusion Policy



All children are welcome, whatever their gender, race, religion, family background or disability. (Children or parents with some physical disabilities may have difficulty accessing the house.) We offer a range of activities that reflect the diversity of life in our society, and we encourage the children to offer ideas for activities from their own cultures, and help them to learn about people who are different from themselves. We will help children to feel good about themselves and others by celebrating the differences which make us unique individuals.

We treat children as individuals and with equal concern, and make sure that each has an equal opportunity to learn and develop to their full potential. This does not mean that all children are treated the same, but according to their health, strength, abilities, development and individual needs they are treated fairly.

## Emergency Action Plan



It is our absolute priority to keep children safe while they are in our care and we will take every measure possible to prevent them from coming to harm.

### In the Event of Having to Evacuate the House

1. Gather all the children together
2. Leave the house by the nearest safe exit
3. Call for help / emergency services
4. Inform parents of the situation and discuss appropriate action

### In the Event of an Accident or Incident

1. Assess the injured child or adult
2. Check the other children are alright
3. Treat the injured person or call for assistance depending on the severity
4. Inform parents of the situation
5. Fill in Accident/Incident Record Book

All injuries and incidents to the children in our care will be recorded in the accident/incident and medication file. If necessary we can administer the appropriate first aid treatment. We keep a fully stocked first aid box at the house and in all our cars.

In the event of a very serious accident or incident to one or more of the childminders, would notify the parents of the situation and arrange collection of the children.

## Sickness and Medicines Policy



If a child is unwell we may not be able to care for them. We would need to make a decision at the time depending on the illness, and we will consider the other children in our care as well as our own families. We expect parents to inform us of any symptoms of sickness and diarrhoea shown in the previous 48 hours.

If a child becomes ill whilst in our care, the parent will be contacted and possibly asked to take the child home.

We will require parents to inform us if the child has had any bumps or falls prior to them arriving at the setting, so that we can be extra vigilant if the child becomes ill. We will also require a pre-existing injuries form to be filled out by the parent and signed by both the parent and childminder before being left in our care.

We are able to administer medicines or medical treatments if required for health reasons. We will need written permission from parents for each and every medicine before any medication is given. Medicines are to be provided by the parents and supplied in the original container with instructions. One or more of us may need specialist training from a nurse or therapist if we are required to administer medical procedures.

## Unexpected Closure Policy



We will endeavour to provide a service for the hours and times that we have been contracted to work, however very occasionally it may be necessary to close our childminding service. In the event of a serious incident or infectious illness in the house one or more of us may be unable to work.

We will advise parents as soon as we can if we are unable to provide a service, to allow time to make alternative arrangements. We will work with parents where possible to find temporary emergency childcare from amongst local childminders that are known to the child until we can offer a normal service. We will make no charge if we are unable to provide a service.

In some circumstances we may be able to provide a limited service from a fellow childminder's home, however we would discuss any alternative arrangements with each individual parent/carer.



## Arrival and Collection Procedures (inc. Uncollected Child Policy)

Whilst in the childminding setting, all children and parents are required to observe the House Rules.

Drop-off and pick-up times should be adhered to as closely as possible, unless pre-arranged. If we are not notified in advance of any changes, outside of contracted hours, a charge of £5 per 15 minutes will be incurred.

A parent or another responsible person must collect the child. We will need to be introduced, beforehand, to anyone who will be collecting the child and his or her details will be entered on the record form. If a known person cannot collect the child we will use a password system to enable someone else to collect the child.

In line with our Safeguarding Policy, we will not release a child to an adult who is under the influence of alcohol or drugs. If this situation occurred, we would call an emergency contact to come and collect the child.

If the child has not been collected 30 minutes after the agreed pick-up time, we will try calling the parent's contact numbers, and then we will try the emergency contact numbers. During this time we will continue to safely look after the child. We will continue to try the parent's contact numbers and the emergency contact numbers, but if no-one has collected the child one hour after the original agreed pick-up time, we will then inform the Medway duty social worker.

## Missing Child Policy



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

However sometimes children can become 'lost' in busy places and therefore in the unlikely event of this happening we will:

- immediately raise the alarm to all around us that we have lost a child and enlist the help of everyone to look for them
- quickly alert the security staff so they can seal off exits and monitor the situation on any CCTV, if it is a secure area such as a shopping centre.
- provide everyone involved in the search with a description of the child.
- reassure the other children with us, as they may be distressed.
- then alert the police and provide a full description.
- then alert the parents of the situation.

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

- Ensuring the children hold our hands or the pushchair whilst we are out
- Avoid going to places that are overcrowded
- On outings, the children wear wristbands with our mobile number on them
- We teach the children about the dangers of wandering off and of talking to strangers

## Behaviour Management Policy



We recognise the need to set out reasonable and appropriate limits to help manage the behaviour of children in our care. By providing a happy, well-maintained environment, the children in our care will be encouraged to develop social skills to help them be accepted and welcome in society as they grow up.

As childminders we never use any form of physical punishment. We would never smack, shake, humiliate or threaten a child in our care.

All positive behaviour is encouraged and praised.

Behaviour that is dangerous or hurtful to the child, others or other people's property will not be accepted. Management of this unwanted behaviour will depend on the child's age and level of understanding, but will include saying 'No' firmly, distraction, removal from the situation, time out and an explanation of why the behaviour is unacceptable.

If there are repeated incidents of unacceptable behaviour we will discuss with the parent so we can work together to help the child. If there is no improvement within a designated time we will have to serve notice. Bullying, smacking, biting, kicking, pinching, pushing, and swearing amongst other things are classed as unacceptable behaviour.

Drugs and alcohol are now more readily available to younger children. If we have any concerns that a child may be drinking alcohol, taking drugs or smoking we will discuss the matter with their parents immediately. We will work with the family to support the child; however we reserve the right to terminate the contract with immediate effect if we are concerned that the child's behaviour, due to drugs or alcohol, may be putting the other minded children at risk.

## Healthy Eating Policy



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

We are happy to provide all children in our care with healthy meals, snacks and drinks, or to cook/serve food provided by their parents. We are happy to support you if you are weaning your baby. We have a blender and are willing to make pureed dishes if required.

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

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

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

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

To support their independence, we encourage children to feed themselves as soon as they are able. Holding food and cutlery assists with motor skills and co-ordination.

Food may be incorporated into an activity to support children's learning. It can be used to demonstrate colours, texture, science and nature, shopping, measures, amongst other things.

## Health and Safety Policy



Our premises have been checked and meet the Statutory Framework requirements for childminding outlined by Ofsted. We are also registered with the Food Standards Agency. We regularly practice and review safety routines, and conduct daily risk assessments.

Food is stored correctly, thoroughly cooked and not out of date. Work surfaces are cleaned daily and tea towels and cloths are replaced regularly.

The bathroom and toilet is cleaned daily. Paper towels are used for drying hands and are then recycled.

We always wash hands before preparing food, after going to the toilet and after changing nappies. The children are encouraged to wash their hands before eating and after playing outside and going to the toilet.

Toys and equipment are regularly cleaned and checked to ensure they are safe.

When we are out and about we will teach the children about road safety and stranger danger. Appropriate car seats, seatbelts, sun shades and childproof locks are used in the car at all times. When a child is in the buggy we will always use the harness. Young children who are able to walk will either be on a wrist strap, a harness or holding onto our hand or the pushchair.

Smoke alarms are fitted and tested regularly and we discuss and practice the evacuation procedure. A fire blanket is fitted in the kitchen. Unused power sockets are covered and flexes from electrical items are kept out of the way. Medicines and harmful substances are stored out of the children's reach.

## Pet Policy



A pet rabbit and tropical fish are resident at the childminding setting.

Children are welcome to participate in the care of the animals, which might involve feeding, handling, grooming or cleaning. To maintain the safety of the children and the animals, we will supervise these activities at all times. We will teach children about hygiene and hand washing, the importance of treating animals with care and respect and the need to ask other pet owners for their permission to touch their animals.

All pet foods, cleaning materials and pet accessories are kept out of children's reach. Pet waste and food rubbish is disposed of appropriately.

Animals can be incorporated into an activity to support children's learning. They can be used to demonstrate colours, textures, science and nature, measures and compassion.

## Useful Telephone Numbers



Funky Monkeys	????? ??????
Medway Family Information Service	01634 332195
PACEY (Professional Association for Childcare and Early Years)	0300 003 0005
OFSTED help line	0300 123 1231
Child Protection Committee (Medway)	01634 334466
Emergency Out of Hours	03000 419191
Medway Safeguarding Children's Board	01634 336329
Fairview Community Primary School	01634 338710
Parkwood Schools Federation	01634 234699
NHS Direct	111

## Parent Agreement



I am happy with the way that Marika, Stacey and Liz manage their business and I am aware that I can talk to any of them at any time about any aspect of their work.

I have read and understood the following policies and procedures:

- ✓ Working in partnership with parents
- ✓ Complaints policy and procedure
- ✓ Confidentiality policy
- ✓ Safeguarding policy and procedures
- ✓ Inclusion policy
- ✓ Emergency action plan
- ✓ Sickness and medicines policy
- ✓ Unexpected closure policy
- ✓ Arrival and collection procedures
- ✓ Uncollected child policy
- ✓ Missing child policy
- ✓ Behaviour management policy
- ✓ Healthy eating policy
- ✓ Health and safety policy
- ✓ Pet policy
- ✓ Useful telephone numbers

I have received copies of the childminding policies and procedures either on paper or electronically.

Parent/Carer Signature \_\_\_\_\_ Date \_\_\_\_\_

Childminder Signature \_\_\_\_\_ Date \_\_\_\_\_