**Admissions**

I will encourage parents/carers to visit the childminders home on a settling in period before their child is ready to start

Agree how we settle them in and introduce them to the other children in my care

I will ensure that their individual needs are met

Welcome parents/carers at their sessions until they feel confident their child has settled in.

Give parents information on activities and welfare while attending

Explain to the parents/carers they are welcome to contact us at any time during the day to see how their child is progressing.

I recognise that the settling in period and process for each child it different and we aim to ensure an appropriate degree of flexibility in each case.

Give time needed for the completion of contracts and other paperwork in order to support the child’s settling in process e.g. comfort items, sleep patterns, favourite activities etc.

Acknowledge that a positive relationship between childminder and parent/carer will help and support the child during the settling in period

I welcome all families with young children. In order for families to know this we publicise our service in local shops, Community centres, schools and other places where families with young children are likely to attend.

**Late collection of children**

If a child is not collected after 15 minutes after their session, we will contact the parents/carer or the emergency contact if we cannot contact the parent/carer.

If a child is still not collected after 30 minutes and the parent/ carer has not contacted the childminder, we will contact the duty social worker on duty.

0208 547 6587

Out of hours: 0208 770 5000

And explain the situation the Social Worker might do one of the following.

Visit the home address or emergency address and inform the parents/carer

Come to the childminders home always check identity on arrival

Arrange a foster placement if the above fails. In this case the childminder should go to with the Social Worker to the foster home with the relevant details concerning the child but not their file. The Social worker would leave the whereabouts at the child home address.

**Fire safety**

Where to find the fire alarm and how to set it off

The available escape routes

The assembly point

The nearest telephone outside the building

Childminders must have clearly designated roles defined in their PLC to

include the following.

Contact the emergency services

Take out the register, emergency numbers

Check the building is empty

Ensure all records are kept of the fire drill in the fire drill book

We will have a fire risk annually assessments

Evacuations plans must be displayed and updated when necessary

**Safeguarding policy**

My responsibility as a Childminder is to ensure the Safety and welfare of the children in my care in line with the procedures laid out by my Safeguarding Board (KRSCP)

KRSCP 0208 831 6323

The Safeguarding Children Board is responsible for producing Safeguarding procedures based on national guard lines set out in working together to Safeguard children.

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

I follow the procedures outlined in my confidentiality policy. I aim to share all information with parents but in some instances (where i am worried about a child’s well-being) i may have to refer concerns without discussing this with you.

If i have any reason to believe that any child in my care is being abuse in any way i have a duty to report it to the Duty Social Worker for Kingston Social Services Child Protection team. Under any circumstances i will not be able to keep information relating to your child confidential, but i will need to share it with Ofsted, Social Services and the Police if requested.

I am aware that i must have due regard to the need to prevent people being drawn into terrorism. This is referred to in the Prevent Duty. I am also aware of the signs and indicators of extremism or radicalisation. If i had any concerns i would contact the Prevent Officer in my local area and my local safeguarding children board.

The Department for Education has a dedicated telephone helpline (0207 340 7264) to enable people to raise concerns relating to extremism directly, or in non – emergency situations, they can be emailed at: counter.extremism@education.gsi.gov.uk

I will also;

1. Promote British values within the ethos of the setting.
2. Regularly update my awareness in relation to FGM, Breast ironing, Forced marriage and sex exploitation.
3. Protect children from peer on peer abuse, gang violence, financial abuse, coercive control, County lines and exploitative relationships.
4. Monitor any Internet usage and monitor for prospective bullying on the Internet or via phone calls, emails, text messages or social media sites.

Children will only be released from my care to the parent/carer or to someone named and authorised by them. A password agreed between us might be used to confirm identity if the person collecting the child is not previously known to me. Children will not be released into the care of anyone that i have reason to believe is under the influence of drugs or alcohol.

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

**The use of mobile phones and cameras**

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

* I will ensure my mobile phone is fully charged and with me at all times in case of emergencies.
* I have the facility to take photographs on both my mobile phone and camera and will seek your permission to take any photographs of your child to record activities and share their progress with you.
* Any photographs taken will be deleted after either emailing to you or printed for use in your child’s learning journal.
* I will not publish any photographs of your child on any social networking sites or share with any other person without your permission.

If your child has a mobile phone, games console etc with camera facilities that they wish to bring into the setting please let me know. This is so that we can work together for the safety of all children in attendance and ensure appropriate access to material when using the internet.

In order to comply with the Data Protection Act 1998 i have registered with the information Commissioners office as a data controller to allow me to store digital images on an SD card device/computer.

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

**Behaviour Policy**

I will act with courtesy and consideration at all times, speaking politely and quietly to adults and children as to provide a positive role model to the children in our care.

When children behave in an unacceptable way, i will take the child away from the situation as not to disrupt the other children.

I will always reject the behaviour, not the child. Never label a child as naughty or bad. Either to them or in hears shot of them.

I will explain to them this is not acceptable behaviour in a quiet and patient way at the child’s level of understanding and maturity.

Give directions and corrections in a positive manner, notice good behaviour and give praise as often as possible and remark on how good they have been.

Recurring problems will be monitored and i will work in partnership with the parents, using objectives, observations records to understand the causes.

**Lost or Missing Child Policy**

I will safely supervise children in our care at all times when on the premises and when we go out on outings and trips. I will also teach the children the importance of keeping safe when we are out and about and to stay close to us when we are on outings.

In the unlikely event of a child going missing in our care, i have a written a step by step procedure that will be carried out;

**On the premises**

1. Search the premises and garden
2. Inform you and the police

**Outings/Visits**

1. I will immediately raise the alarm and search the area
2. If it is a secure area such as a shopping centre, we will quickly alert the security staff so they can seal off exits and monitor the situation on any CCTV.
3. I will provide everyone involved in the search with a description of the child
4. I will reassure the other children with me, as they may be distressed and keep them safe.
5. I will then contact the police, if the child is not found within a reasonable amount of time and provide a description of the child
6. I will then alert the parents of the situation
7. I will then notify ofsted within 14 days of the incident occurring

I will take every precaution to avoid situations like this happening by implementing the following measures;

1. I will ensure the children hold hands or pushchairs whilst we are out and ensure harnesses are fitted securely
2. I will teach the children about dangers of wandering off, talking to strangers and road safety.
3. I will teach the children about what to do and where/ who to go to if separated
4. I will avoid going to places that are overcrowded
5. On outings the children will wear contact cards, with a name and contact number to call

If a child does go missing in my care i will write up a report about what actions i took to find the child and get the parents to sign it and review our risk.

**Administration of medicine**

I will ensure that we implement an effective procedure to meet the individual needs of a child when administering medicine, in order to achieve this i will do the following:

1. I am happy to administer medicine should the need arise, providing you have signed a parental permission form for us to do so.
2. I will keep written records of all medicines administered to the children in our care.
3. Parents will need to complete a medicine consent form for each and every medicine to be administered before any medication is given and sign for each application of the medicine at the end of each day.
4. All medicines will be stored appropriately in a cupboard out of reach from the children or refrigerated if required. They will be kept strictly in accordance with the product instructions and in the original container in which it was dispensed and clearly labeled with the child’s name.
5. If the administration of prescription medicine requires technical/medical knowledge then we will attend training from a qualified health professional. The training will be specific to the child in question.
6. Prescription medication will only be administered to the child if a doctor, dentist, nurse or pharmacist prescribes it for them.
7. I will ensure that our hands are washed prior to administering medicine.
8. If i have a child in my care with long term medical needs then i
9. will ensure that i have sufficient information about the child’s medical condition and will work in the administration of any prescribed medication.
10. It is vital that you inform me of any medication you may have given your child before they arrive into our care. I need to know what medicine they have had, the dose and time given.
11. If your child has a self-held medication (i.e.: an inhaler) please obtain an additional one to be kept at our premises.
12. I do not administer non-prescription medication, but can administer calpol with prior permission to reduce temperature.

**Confidentiality Policy**

To meet the needs of all the children in my care it is important to share information with parents and with one another in order to support your child’s development. In some circumstances it may be necessary for me to seek help from outside professionals, if so i will not discuss your child with others without first obtaining permission from you.

Any information and knowledge regarding your child or your family, given to me either verbally or in writing, will be on a need to know basis and will be kept confidential and treated with confidence. However I will divulge confidential information to social care and to Ofsted, if there appears to be a child protection issue. Please see my Safeguarding children policy.

Parents will have access to their own child’s records and all documentation relating to your child is stored in a file, which is not accessible to any other party. However details are easily accessible if any information is required for inspection by Ofsted.

During the course of our working relationship you will find out details of my own family. I would ask that you treat such information with the same care.

**Privacy - EYFS requirement 3.69** – Providers must ensure that all staff understand the need to protect the privacy of the children in their care as well the legal requirements that exist to ensure that information relating to the child is handled in a way that ensures confidentiality.

All information relating to children and families is stored securely and treated confidentially, unless I have permission to share it or there is a child protection (safeguarding) issue.

GDPR compliance – the 6 Principles of the General Data Protection Regulation (GDPR, 2018) state that information must be treated with:

* Fairness, lawfulness and transparency;
* Purpose limitation;
* Data minimisation;
* Data quality;
* Security, integrity and confidentiality.

With relation to ‘confidentiality’ this means that personal data relating to children and their families: must be processed in a manner that ensures appropriate security, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or organisational measures.

**Passing data on to a child’s next setting –** I write a Transition Report which is passed via you to your child’s next setting. Parents are asked to input into the Transition Report and it is your decision whether to pass it on or not. This helps me to comply with the EYFS requirement to share information with other settings while ensuring your child’s confidentiality.

**Paperwork storage** - I store childminding information on the computer, mobile phone (parents numbers) and digital camera (photos of children) and I take digital photos of children to help me meet the requirements of the EYFS.

I take confidentiality very seriously - both my family’s confidentiality and that of the children and families who use my provision. I am aware that parents might need to share confidential information with me about their child or their family situation and I will not use this information for any reason other than to consider how I might best support the child.

I aim to promote confidentiality by –

* Sharing my confidentiality policy with parents and reminding parents about the importance of not sharing personal or family information online;
* Being registered with the Information Commissioners Office as a data handler;
* Keeping information safe on the computer and mobile phone – see Mobile Phone and Camera Policy;
* Making parents aware that their details will only be passed to other agencies with their written permission; or shared confidentially with other agencies if there is a safeguarding issue;
* Advising parents that in some situations I am required to work with other settings or agencies such as nurseries, pre-schools and the Children’s Centre to support their child’s learning and / or development – this is a requirement of the Early Years Foundation Stage (EYFS) – see Permissions Form for more information;
* Advising parents that, at times, it is impossible for me to maintain absolute confidentiality – for example, if a child has an infectious disease I have a duty to inform other parents and sometimes I only look after 2 children at a time;
* Advising parents of any relevant organisations that have requested a disclosure of personal information and records unless expressly requested not to do so by the said agency in writing; or if I have been asked for information in connection with Court proceedings.

**Smoking Policy**

I enforce a strict no smoking policy inside and outside our premises, where the children will be present or about to be present and i will avoid exposing the children to smoke when on outings.

**Late Fees Policy**

If a parent is more than 15minutes late picking up a child i would charge for the full extra hour. If this persists we would request a meeting with the parent(s) to resolve the situation.

Fees Must be paid on the agreed payment date, late payments will incur a charge of 10% of what you owe and then after 2.5% for each day you are late and we cannot guarantee that a place will still be available for your child if we do not receive payment by the due date. If you have any difficulties in paying please let us know as soon as possible. PLEASE NOTE: IF YOU BOOK ME AND DON’T USE THE SPACE YOU WILL BE CHARGED FULL RATE. ALL CONTRACTED HOURS MUST BE PAID FOR.

**Outings Policy**

It is my policy to keep children safe on outings whilst in my care; it is essential to me that proper planning is done to ensure the safety and welfare of all the children involved.

In order to do this i will ensure that:

1. The ratio of adults to children on any outing will never be less than
2. I will carry out a trial run and full risk assessment of the proposed outing
3. I will obtain written parental permission for children to take part in regular, local outings whilst in my care and specific written permission for a longer or more involved outing, detailing all aspects of the trip such as date, times, modes of transportation etc.
4. I will take the necessary records, equipment and resources for each child on outings, these include the register, parents contact telephone numbers, a contact card for each child, a first-aid kit, allergy information, High Visibility clothing, a mobile phone, pushchair, harnesses, nappies and changing bag (if required) spare clothes, drinks and a healthy snack.
5. The children will be counted before setting off and coming back and counting will be ongoing at regular intervals throughout the outing.
6. I will keep records for parental inspection of any vehicles in which children are transported, including insurance details and a list of named drivers
7. I will ensure that any driver transporting children in their own vehicle has adequate insurance cover
8. I will adhere to our lost child procedure and make parents aware of the procedures in that procedure.

**Equal opportunities**

**Policy Statement**:

I will promote equality of opportunity and anti – discriminatory practice and ensure that every child is included and not disadvantaged because of ethnicity, culture or religion, home language, family background, learning difficulties or disabilities, gender or ability. I will make sure that we treat all children with equal concern and respect.

**Procedure**:

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

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

I give all children in my care the opportunity to reach their full potential, taking into account the child’s age and stage of development, gender, ethnicity, special educational needs, home language and any disability.

I value linguistic diversity and provide opportunities for children to develop and use their home language in their play and learning. This is part of the respect for each child’s cultural background that is central in all early year’s provision. Alongside support in the home language, i will provide a range of meaningful contexts in which children have opportunities to develop English.

I will provide and make sure that all children have access to a range of books, puzzles and other toys, which provide positive images and examples of the diversity of life in our society. I will ensure that the children in my care are given the opportunity to play with all the toys that are age appropriate for them, no toys or just for girls or just for boys.

I encourage the children in our care to learn more about their own culture and to find out about the culture and religions of other children. I do this in a fun way through sharing books, cooking and eating food from around the world and celebrating special festivals.

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

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

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

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

**Food and drink Policy**

I aim to provide the children with healthy, balanced and nutritious meals, snacks and drinks, that are properly prepared and compiles’ with dietary and religious requirements. Those responsible for the preparation and handling of food will be competent to do so.

1. Fresh drinking water will be available at all times throughout the course of the day and children will be asked at regular intervals especially in hot weather conditions if they require a drink.
2. Drinking water and milk will also be available at snack, lunch and tea times.
3. I will obtain, record and act on information from parents about a child’s dietary requirements.
4. I will provide clean and age appropriate crockery and cutlery.
5. I encourage children to be involved with the preparation of food (where safe).
6. Snacks and meals will be prepared in the kitchen; at times the children will be involved in preparing snacks and meals under close supervision.
7. I shall endeavor to meet the children’s individual needs and culture for food, and encourage taster sessions for unusual tastes.
8. Parents can provide food for their child and this will be stored in the correct way with the Childs name attached.
9. Babies’ bottles/equipment will be sterilized before use. Parents can also provide readymade bottles if they require.
10. Pets will be kept out of the food preparation area at all times.
11. Baby changing facilities will not be near food preparation areas.
12. Laundry will not be carried out during times of food preparation and any soiled clothing or detergents will not come into contact with food preparation areas.
13. If there is an outbreak of food poisoning affecting two or more children looked after on my premises we will notify Ofsted as soon as possible but definitely within 14 days of the incident occurring in order to comply with regulations.
14. I will keep all food receipts, including those under £10, so that if there is an outbreak of food poisoning on my premises i will be able to trace the outlet where the food was purchased.

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**Complaints policy and procedure**

I will work in partnership with parents for the best needs of their children. If there is any part of our service you feel unhappy with, I hope you will feel able to discuss any concerns or issues that you may have with me directly. If you would rather not talk in front of your child(ren) then i can arrange a more convenient time. Or if you prefer you can put the complaint to us formally in writing or by email.

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

The National Childminding Association on 0845 880 0044

Or

The Early Years Childminding Team on 0208 547 5215

If you wish to take the complaint further, you can contact Ofsted on 0300 123 1231

It is a requirement by Ofsted that all complaints are recorded along with the outcome and any action taken. I am required to investigate all written complaints and notify complainants of the outcome of the investigation within 28 days of having received the complaint. I will maintain confidentiality but will provide Ofsted, on request, with a written record of all complaints made during any specified period and the action taken as a result of each complaint. All records of complaints will be kept for at least three years.

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

Complaining to Ofsted - Ofsted can be contacted in the following ways: email – enquiries@ofsted.gov.uk; phone – 0300 123 1231; address – Piccadilly Gate, Store Street, Manchester M1 2WD.

Please see my Complaints Policy for more information.

Complaining to ICO - if you are concerned about a data breach, you can contact the Information

Commissioners Office - https://ico.org.uk/for-organisations/report-a-breach/.

**Retention Policy for GDPR**

**Background to the policy...**

The General Data Protection Regulation is an EU law from May 2018. It requires us to share information with you about data retention after your child has left our setting.

You must make parents aware of what data you keep about their child and why, for example...

Data we retain about you and your child falls into 3 main categories –

1. Safeguarding and welfare data linked to Ofsted and the Early Years Foundation Stage requirements and the Limitation Act.

2. Financial data retained for HMRC purposes.

3. Funding data retained for Local Authority purposes.

You must make parents aware of where you store the data...

We store data about you and your child in paper format and online.

You must inform parents about how long you retain data...

Data relating to the Safeguarding and Welfare requirements of the EYFS

To comply with the Limitation Act 1980, we keep Accident, Injury and First Aid Records and Medication Administration Records using the legal basis of ‘legal obligation’ until your child is 21 years and 3 months old and insurance requirements.

Attached to Accident, Injury and First Aid Records and Medication Administration Records we also retain Parent – Provider Contracts and Attendance Registers using the legal basis of ‘vital interests’ to provide additional evidence of compliance with the Early Years Foundation Stage.

We keep further data related to Safeguarding and Welfare requirements of the Early Years Foundation Stage and Childcare Register for a ‘reasonable period of time’ (see EYFS requirement 3.71). ICO advice is that this should be retained between Ofsted inspections or within the Ofsted inspection cycle which might be between 3 and 8 years.

Information is kept in paper format and after the required retention period the documents will be shredded.

Data relating to the Learning and Development requirements of the EYFS

To comply with the EYFS, we keep documents relating to your child’s learning and development including photos of your child’s progress, activities and experiences.

We use the legal basis of ’legal obligation’ when recording your child’s learning, development and progress and ‘legitimate interest’ when taking photos of your child because we believe it is reasonable for us to process this data to provide you with a good quality service

We keep the information, including photos online / in paper format and will pass it on to you when your child leaves the setting or starts school, whichever comes first.

**Financial record keeping**

We keep documentation including your name and payment record for HMRC using the legal basis of ‘legal obligation’. We keep this information online / in paper format and are required to retain this information by HMRC for 6 years, after which time they are deleted.

**Data relating to Local Authority funding forms**

I keep documentation including your name, address, national insurance number and tracking data for Local Authority Funding forms using the legal basis of ‘contractual necessity’. This data is held in paper format and I am required to retain these forms by the Local Authority, after which time they are shredded.

Personal data

I have been advised by the Information Commissioners Office that it is reasonable to keep a record of your mobile phone number on my mobile phone and your email address on my computer email provider for up to 1 financial year after your child leaves the setting, so I can contact you if necessary to clarify, for example, accounts information or details relating to your Tax Credits claim (if relevant). The data will be deleted after this period.

You need to inform parents what will happen to their data if you close your setting or retire...

If I close the setting or on my retirement, I will keep documentation for as long as legally required by the purpose for which it was collected. There is no absolute duty to encrypt data stored online but I will keep it as securely as possible during the retention period (see Article 32 of GDPR for more information).

You need to inform parents about the right of erasure

You have the right to ask for information held about you and your child to be withdrawn. This is called the ‘right to erasure’ in GDPR. However, if I need to keep information because it is legally required then exceptions to the ‘right to erasure’ apply. I will make a decision about each erasure request individually – please speak to me for more information.

**Privacy Notice**

I record, process and keep personal information about you and your child in accordance with Article 6 of the General Data Protection Regulation (GDPR, May 2018): ‘the rights of the data subjects’.

It is a requirement of my registration with the Information Commissioners Office (ICO)\* to provide you with information about the details I keep about you and your child/ren.

\*ICO - https://ico.org.uk/about-the-ico/what-we-do/register-of-data-controllers/.

This requirement applies to information I collect in relation to:

 Online data processing

 Paper data processing

Records I hold about you and your child/ren

I hold 2 different types of records about you and your child:

Developmental records including:

 Information from you

 Details about your child’s learning and development at home

 A copy of your child’s statutory 2 year progress check

 Observations of your child’s learning

 A statutory 2 year progress check

 Assessments, individual planning and regular progress summaries.

Personal records including:

 Personal details required by the statutory frameworks and / or the Local Authority for funding purposes

 Contractual details including attendance registers and fees information.

 Emergency details including your contact details and records of your child’s health and care needs.

 Safeguarding and child protection records.

 Any records required to support your child such as shared information from other agencies and professionals.

What information I need about you and your child/ren

I hold information about you and your child/ren to allow me to comply with the Early Years Foundation Stage\* (EYFS, 2017) and the Childcare Register\*\* (2016). Some of the data I process relates to the Early Years Inspection handbook\*\*\* (2016). Most of the information I collect about you and your child is statutory; when information is optional I will let you know that you have a choice whether to share it with me or not.

\*EYFS 2017 –

https://www.gov.uk/government/uploads/system/uploads/attachment\_data/file/596629/EYFS\_STATUTORY \_FRAMEWORK\_2017.pdf

\*\*Childcare Register 2016 – see Annex C –

https://www.gov.uk/government/uploads/system/uploads/attachment\_data/file/616082/EY\_and\_childcare\_r eg\_handbook.pdf.

\*\*\*Early Years Inspection handbook –

https://www.gov.uk/government/uploads/system/uploads/attachment\_data/file/596329/Early\_years\_inspecti on\_handbook.pdf.

What I do with your data and with whom it is shared

I am required to ensure the information I collect about you and your child/ren is treated confidentially and only shared when there is a need for it to be shared, ideally with your permission in advance of sharing, for example –

 I share information with other settings or agencies involved in your child’s care – I am required to do this by the EYFS (see my Permission Form);

 I am required to share a copy of your child’s 2 year progress check with your health visitor – I am required to do this by the EYFS (see the EYFS for more information);

 I am required to share information with my Local Authority for the purposes of the 2, 3 and 4 year old funding offer and any extra funding I might claim for your child (see the Local Authority Privacy Notice for more details).

 I share information about income and expenses including, when requested, your invoices and payments with HMRC and Tax Credits.

**Ensuring your data is accurate**

Under the GDPR I am required to keep data about you and your child/ren up-to-date and to ensure it is accurate: I will do this regularly. You have the right to access personal data about you and your child/ren and I will share this information with you on request.

**How long I keep your data**

I am required to inform you how long I retain information about you and your child/ren. You will find this information in my Retention Policy which I will share with you before your child/ren starts in my care and further information about document retention will be clarified in the Contract Termination letter which I will give you when your child leaves the setting.

**How I delete your data**

Online deletion - files held in relation to child/ren and their families on the computer are deleted when no longer required and wiped clean.

Paper deletion - files held in paper format, including photos of children, are either handed to parents when the child leaves or goes to school or shredded when no longer required.

Please see the Retention Policy for more information.

**How you can make a complaint**

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

Complaining to Ofsted - Ofsted can be contacted in the following ways: email – enquiries@ofsted.gov.uk; phone – 0300 123 1231; address – Piccadilly Gate, Store Street, Manchester M1 2WD.

Please see my Complaints Policy for more information.

Complaining to ICO - if you are concerned about a data breach, you can contact the Information

Commissioners Office - https://ico.org.uk/for-organisations/report-a-breach/.

**Online data processing**

Computer and laptop security includes regularly updated antivirus software and secure password protection (regularly changed).

**Electronic equipment –** I have a computer and a laptop which are used for business purposes. Information is stored on the computer and accessed through the computer.

**Visiting my website -** when you visit my website to, for example, read my newsletter or look up some information Google Analytics collects internet log information and details of visitor behaviour patterns: I do not use this information. I use weebly.com to process my website which might collect anonymous information about your activity on the site: I do not use this information.

My website contains links to other websites: I cannot be held responsible for links that do not work or the accuracy of the information contained in the websites.

Email including e-newsletters and e-invoices – I use Windows Mail to process emails and my email provider is outlook. I keep a copy of your email address on my computer to allow me to process emails quickly: I do not gather statistics or monitor any information.

WhatsApp – I use WhatsApp to send photos of your child/ren to you. I keep a copy of your mobile phone number in my phonebook to allow me to send you this information.

Text messages – I use Vodafone as my mobile phone provider to send and receive text messages. I keep a copy of your mobile phone number in my phonebook to allow me to send you texts.

**Paper data processing**

Paper documents relating to you and your child/ren are stored in a locked file box.

Paper data includes:

 Your child’s learning and development information

 Attendance registers

 Documents for HMRC including invoices

 Parent – provider contracts

 Permission form

 Safeguarding forms relating to your child’s health and safety

 Emergency contact details

Please see my Data Audit for full details.

Local Authority funding forms - parents who are eligible to claim 15 or 30 hours Government funded childcare are required to complete a Local Authority ‘Free Early Education Entitlement Parent Declaration’ form\*. This form includes identifiers such as parent names and National Insurance numbers and the child’s personal details and characteristics such as ethnic group.

Changes to this privacy notice

The Privacy Notice is reviewed annually and as required.

**Accident and Emergency Policy**

**POLICY**

All Childminders need to have in place a plan of action to be implemented in case of an emergency.

**Accidents to minded children, childminders own children, or the childminder**

As a registered childminder, i am legally required to have a valid first aid certificate before registration, which is renewed every three years.

I can administer basic first aid treatment, and my first aid box is clearly labelled and easily accessible. I have a first aid box in the kitchen and also one in the car to take on outings. Parent contact numbers are kept securely within the first aid boxes.

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

I also have an arrangement with another local registered childminder to provide emergency back up cover if necessary.

**PROCEDURE**

The procedure in this setting in case of an emergency which requires a child to be taken for medical attention or if some other emergency occurred which necessitated me leaving the setting would be as follows. I will either take the other children with me or call my emergency back up cover. This will be another registered childminder.

If there is an accident, 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 and advise of any first aid treatment given.

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

If i or my own child had an accident, i will get the nearest responsible adult to help while my emergency back up person is 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 of site. I also have current contact details on my mobile which is kept charged at all times.

**Other emergencies:**

In case of a terrorist threat or other outside agency emergency we would go into immediate lockdown and parents would be informed to stay away until we are satisfied the threat no longer exists. If we are out and about when a terrorist incident occurred we would follow the emergency services recommendations and inform parents of their children’s whereabouts as soon as possible.

**Recording:**

I will record all details in my accident book and make these available for parents to sign and provide a copy to parents.

If an incident is significant i will inform Ofsted, the local Child Protection agency, the health and safety officer and my insurance company as soon as it’s reasonably practicable but in any event within 14 days of the incident occurring.

**Toilet training**

I will work in partnership with Parents and Carers, but ultimately it is the responsibility of the main parent/carer to toilet train their child.

I aim to support parents through the toilet training process and beyond. I do this initially by offering parents information about the best time to introduce their child to the toilet at home. This includes recognising ‘toilet ready’ signs from your child – toileting is not age dependent but rather linked to children’s physical and psychological readiness. Toilet ready signs include –

• Is your child's nappy dry after a nap or in the mornings?

• Can your child wait longer between nappy changes, showing they can hold their urine?

• Does your child tell you when their nappy is wet or dirty and they want to be changed?

• Does your child try to pull off their nappy or ask to wear pants?

• Is your child interested in sitting on a potty or toilet?

This should only be started when their child actually understands their bodily function regarding needing to wee, and understands the concept of a full bladder. And also when the child can speak, or make known that they need the potty/toilet, and have the understanding to wait until appropriate before having a wee.

If the child is mentally and physically ready this training usually lasts less than 2 weeks.

Parents need to be prepared to take at least a week at home with your child to ensure they are confident asking for and using the toilet before sending them to the provision in pants. Once back I will use pull-ups or training pants during this time, but I will not put a child in regular underwear until they been mainly dry and using the potty/toilet for at least 5 days in my care. If you do send your child in underwear I will put a pull up over their underwear so they get the wet feeling but keep their clothing and environment clean.

I am happy to provide a training child with regular reminders to visit the toilet and to work with parents reward systems if these are found to be helpful at home. I am sensitive to children’s individual needs and have a range of resources to support them including books, role play resources and storytelling props. When children are using the toilet I have a step and a special seat to promote their independence; I also teach children how to wash and dry their hands independently.

I request that during this time practical clothing is worn by your child so it is easy for them to use the potty/toilet. I.E no tights, dungarees, trousers with belts, vests with press studs, all-in-one play suits etc.

If a child has a toileting accident I will clean them up, taking a ‘no fuss’ approach to the issue. Parents need to provide at least 3 sets of spare clothes including socks. If age appropriate I suggest the child changes themselves and uses wipes to clean their skin but I do help when requested or if the child is distressed.

In the past I have been requested by parents to place their child on the potty or take to the toilet every 10 minutes. I will not do this for the following reasons:

Firstly, I have to consider the care of other children in my care, and their safety.

It is not practical to do this, and will not help the child, as they will never get the feeling of a full bladder, and can get annoyed and fed up with this process, especially if they are playing, and I am supposed to keep taking them away. I have found that this is actually detrimental to teaching the child to use the toilet or potty as in reality, no one actually goes to the toilet to see if they need to “go” every ten minutes.

I have to risk assess the situation for hygiene purposes, and the care of other minded children in and out of my home. E.g. if we are out at playgroup, and a child has an accident it is my responsibility to clean up the mess, and I will also have to clean up the child, and change the child's clothing and also take care of others in my care. Therefore I need to be confident that the child will be able to let me know if they need to use the toilet/potty.

I also have to consider other children in my care who may be crawling etc., and I do not want them to be on a carpet or floor that other children have had accidents on or that I have had to bleach after an accident. I have to consider the hygiene of my home for every person in my setting, including my family.

**Illness and Infection Control Procedures**

All steps are taken to protect children from illness and infection.

**EYFS requirement 3.44** **states** –

*‘The provider must promote the good health of children attending the setting. They must have a procedure, discussed with parents and/or carers, for responding to children who are ill or infectious, take necessary steps to prevent the spread of infection, and take appropriate action if children are ill.’*

**Illness and Infection Control Procedures** include –

* Cleaning and sterilising play areas.
* Daily cleaning of toys and other resources.
* Providing tissues, a lidded bin and hand wipes for the children to use independently – monitoring children’s use and requiring hand washing after use.
* Teaching children to cough or sneeze into their elbows (like an elephant) and then wash their hands.
* Using good hand washing techniques to prevent the spread of infection and cross contamination.
* Teaching children to wash their hands regularly and effectively.
* Dealing with bodily fluids safely.

**Note**: soiled clothes will usually be handed to parents for cleaning.

* Keeping children safe around animals
* Talking to children about health and safety, germs, viruses etc as appropriate for their ages and levels of understanding.

**If a child falls ill -**

Any child showing a symptom of being unwell or, the parent /carer mentions the child has been unwell during the night should not be left. I will explain to the parent /carer the best place for your child who is feeling unwell is in their own environment and also i have a duty of care to protect the other children and myself from infection.

In regards to the common cold, they are most contagious during the early stages when the child has a runny nose and sore throat. A child should not be left in my care during this stage, due to it being passed on to other children and myself.

If a child has been prescribed antibiotics or has suffered from sickness or diarrhoea he or she should not attend the childminding setting for 48 hours.

I will only administer prescribed medication, any medication which will be required during the day, should be entered into the medication book each day.

Any medication left in the home during the session should be signed out to the parent/carer, if appropriate, with the parent/carer’s signature at the end of each day if medication is given that day.

Medication in the home must be stored securely and be inaccessible to the children at all times.

When a child has been prescribed an epipen or inhaler, please bring in with them daily or if possible leave a spare one here at the setting. The expiry date will be checked and noted in the Medication book. When we go on outings, I will take the epipen or inhaler with me.

**Coronavirus (Covid-19) Guidance -**

The most common symptoms of coronavirus (COVID-19) are recent onset of any of the following:

* a new continuous cough
* a high temperature
* a loss of, or change in, your normal sense of taste or smell (anosmia)

For most people, coronavirus (COVID-19) will be a mild illness. However, if you have any of the symptoms above you should self-isolate at home for 7 days.

After 7 days, if you do not have a high temperature, you do not need to continue to self-isolate. If you still have a high temperature, keep self-isolating until your temperature returns to normal. You do not need to self-isolate if you only have a cough or anosmia after 7 days, as these symptoms can last for several weeks after the infection has gone.

All other household members who remain well must stay at home and not leave the house for 14 days. The 14-day period starts from the day when the first person in the house became ill.

For anyone else in the household who starts displaying symptoms, they need to stay at home for at least 7 days from when the symptoms appeared, regardless of what day they are on in the original 14 day isolation period.

**Procedure if a child falls ill –**

If a child in my care shows signs of being unwell e.g. high temperature sickness or diarrhoea or lifelessness, or complains of feeling unwell.

I will –

* Make the child comfortable
* Regularly monitor the child and reduce any temperature if needed.
* The child will be treated using first aid and / or medication (with prior written permission) if appropriate.
* The child will be isolated if necessary.
* Follow Health Protection England guidance for childhood illnesses.

I will then contact the parent or emergency contact if parent is not available, then explain the symptoms and request they collect as soon as possible and keep them at home for the advised exclusion time. For Example;

* 48 hours after last bout for diarrhoea and sickness
* 7 days for coronavirus symptoms

In an emergency situation, 999 / 111 will be contacted for further advice.

**Note**: it is important that parents provide at least 2 emergency contacts for each child.

As a general rule, a child is unable to participate in normal daily routines, is irritable, continuously crying or requires more attention than can be safely provided without impeding the health, safety and wellbeing of other children in the setting or is not well enough to attend other provisions such as school or nursery, they should be at home with parents.

**If parents are ill** – please consider whether it is safe to bring your child to the setting, to protect your child, other children and myself. If you need to ask someone else to collect your child, you must supply a password and photo of them for me to use.

**Confidentiality** – where possible, confidentiality will be maintained; however, please note that details of illnesses will be shared if advised by the Local Authority, Public Health England, Ofsted or other agencies.

**Reporting a notifiable disease -** it is the duty of the attending doctor to determine whether a disease is notifiable and then to inform the Local Authority. In some instances, where required in the statutory framework, providers must inform the Local Authority, Ofsted and the Health Protection Agency.

**Pet Policy**

As the owner of a pet, I have written this policy to share information about how I protect child/ren from harm when there are pets in the house.

Children learn from handling and coming into contact with pets and I will ensure they have a sustained learning experience by planning activities to help the children get to know Milo and how to manage him safely.

Children will have contact with Milo on a day-to-day basis and will be taught to treat him with respect. They will learn how to handle him safely under careful and constant supervision.

Children will be taught to wash their hands thoroughly after handling.

Dog food is stored out of sight and reach of the children and children will not be allowed access to Milo when he is eating.

Constant risk assessment will ensure children are safe in the house and garden: for example, I risk assess through the day to ensure Milo has not soiled parts of the garden where children play.

**Meeting other animals** - children are taught that not all animals are friendly. My rule is that they need to be with an adult and to ask before touching animals if they do not know their name.

If you have any questions about my Policy / Procedures or would like to make any comments, please ask.