POLICY: Behaviour

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

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

I do not, and will not, administer physical punishment or any form of punishment with the intention of causing pain or discomfort, nor any kind of humiliating or hurtful treatment to any child in my care.

I endorse positive discipline as a more effective way of setting limits for children.

PROCEDURE (how I put the policy into practice)

I keep up to date with behaviour management issues and relevant legislation by taking regular training and by reading relevant publications, such as Who Minds? (National Childminding Association).

All parents receive a copy of my Behaviour Policy.

I agree methods to manage children’s behaviour with parents before the placement starts. These are discussed with parents during initial visits before the contract is signed to ensure appropriate care can be provided.

Wherever possible I try to meet parents’ requests for the care of their children according to their values and practices. Records of these requirements are agreed and kept attached to the child record forms. These records are revisited and updated during regular reviews with parents.

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

I offer regular review meetings with parents to discuss their child’s care and any issues or concerns, preferably when the child is not present. If I do not share the same first language as the child’s parent, I will take action to facilitate effective communication. This may include seeking guidance from the local early year’s team.

I work together with parents to make sure there is consistency in the way the children are cared for. A consistent approach benefits the child’s welfare and makes sure that the child is not confused.
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.

All significant incidents are recorded in an incident book and will be shared and discussed with the parents of the child concerned so that together we can work to resolve any behavioural issues.

From time to time children will have difficulty learning to deal with their emotions and feelings and this is a normal part of child development. I will acknowledge these feelings and try to help children to find constructive solutions in liaison with their parents.

Distracting and re-directing children’s activities are used as a way of discouraging unwanted behaviour.

I encourage responsibility by talking to children about choices and possible consequences.

I aim to be firm and consistent so that children know and feel secure in the boundaries I set.

I will respond positively to children who constantly seek attention or are disruptive.

I will ensure children maintain their self esteem by showing I disapprove of the behaviour not the child.

If I have concerns about a child’s behaviour, which are not being resolved, I will ask for permission from the parents to talk it through with another childcare professional. I may contact either the National Childminding Association, the NSPCC, health visitor or the local early years team (or other relevant advice service) for confidential advice.

Concerns that could identify a particular child are kept confidential and only shared with people who need to know this information.

**England**
Meeting the Early Years Foundation Stage welfare requirements

Safeguarding and promoting children’s welfare – Children’s behaviour must be managed effectively and in a manner appropriate for their stage of development and particular individual needs.

**POLICY: Confidentiality**
All information on children and families is kept securely and treated in confidence. Information will only be shared if the parents give their permission or there appears to be a child protection issue. All details will be kept confidential and records are kept secure. The details are easily accessible if any information is required for inspection by Ofsted.
PROCEDURE (how I put the policy into practice)
All parents receive a copy of my policies and procedures, which detail how I run my setting.

Childminders do not normally have to register with the Information Commissioner under the Data Protection Act 1998. However I do need to comply with the Data Protection Act and the national standards for childminding. All written records will be kept securely locked away.

I maintain a record of parents and/or emergency contact details, the contact details of the child's GP and appropriate signed consent forms.

If a child is identified as a child in need (section 17 of the Children Act 1989) I will, normally with the parent’s permission, give appropriate information to referring agencies.

I expect parents to inform me of any changes in the child’s home circumstances, care arrangements or any other change which may affect the child’s behaviour such as a new baby, parents separation, divorce or any bereavement.

All information shared will be kept confidential and will not be disclosed without the parents consent, except as required by law, for example, there appears to be a child protection issue. Please see my Child Protection Policy.

Ofsted may require to see my records at any time.

Parents have the right to inspect all records about their child at any time.

All accidents are recorded in an accident book. All accidents and injuries will be reported to the company providing my public liability policy, however trivial, to enable a claim number to be allocated.

With my National Childminding Association public liability insurance, the total life of the policy is 21 years and 4 months to enable the child to make a claim against the policy at a later date.

All significant incidents are recorded in an incident book and will be shared and discussed with parents so that together we can work to resolve any issues.

If I keep records relating to individual children on my computer, I will ask for the parents permission. The information will be securely stored to prevent viewing of the information by others with access to the computer. For example, in password-protected files.

England
Meeting Early Years Foundation Stage welfare requirements
Organisation – “Providers must maintain records, policies and procedures required for the safe and efficient management of the settings to meet the needs of the children”.

POLICY: Accident and emergency
It is my absolute priority to keep children safe while they are in my care.

My premises have been checked and they meet the national standards for childminding outlined by Ofsted. I also regularly review, update and practice safe routines.

As a registered childminder, I am legally required to have a valid first-aid certificate, and my first-aid box is clearly labelled and easily accessible. Parent contact numbers are stored with the first aid box, as well as in my mobile and home telephone, and on child record sheets.

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

PROCEDURE (how I put the policy into practice)
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 they can be seen.

- 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 my husband Matthew Quinn or my mum, Sylvia Lovesey, both of which work/live only moments away. 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 parents immediately.

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

If I have the 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.
By signing my policies and procedures, you give permission for the named emergency back-up people to have your contact details for use in an emergency.

By signing my policies and procedures, you give permission for your child to be taken to hospital and be given emergency treatment providing every effort has been made to contact you.

England
Meeting the Early Years Foundation Stage welfare requirements

**Safeguarding and promoting children’s welfare** The provider must take necessary steps to safeguard and promote the welfare of children.

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

**PROCEDURE (how I put the policy into practice)**
I recognise and welcome all legislation and existing codes of practice, produced by appropriate commissions, for example the Equal Opportunities Commission.

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

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

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

I 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 individuals.

England
Meeting the Early Years Foundation Stage welfare requirements

**Safeguarding and promoting children’s welfare** The provider must take necessary steps to safeguard and promote the welfare of children.
**POLICY: Working with parents**

I, Vikki Quinn, aim to work in partnership with parents to meet the needs of the children.

All children and adults are treated with equal concern and are made to feel welcome in my home.

**PROCEDURE (how I put the policy into practice)**

I keep up to date about working in partnership with parents and carers and with relevant legislation by taking regular training and by reading relevant publications such as Who Minds? – National Childminding magazine.

All parents receive a copy of my policies and procedures, which detail how I run my setting.

I draw up and sign a written contract with parents before the placement starts which details the business arrangements. The contract is signed by the parent and myself and dated. A copy is given to the parent and any other party involved in the financial arrangements. I issue receipts for all monies paid. The contract is reviewed yearly, or when circumstances change.

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

Records of the requirements agreed are kept attached to the child record forms. These records are revisited and updated during regular reviews with parents.

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

I keep parents regularly informed about my daily routines and childcare practices and share information about the children with parents using day charts and observation sheets (birth – five years). Verbal conversations with parents on pick up (older after-school)

I maintain a record of parents and/or emergency contact details, details of the child’s GP and appropriate signed consent forms. All details will be kept confidential and records are kept secure.

Children will only be released from my care to the parent/carer or to someone named and authorised by the parent/carer. A password might be used to confirm identity if the person collecting the child is not previously known to me.
If a child is identified as a child in need (section 17 of the Children Act 1989) I will, normally with the parents permission, give appropriate information to referring agencies.

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

I offer regular review meetings with parents to discuss their child’s care and education and any issues or concerns, preferably when the child is not present. If I do not share the same first language as the parents, I will take whatever action necessary to facilitate effective communication. This may include seedling guidance from the local early years team.

I work together with parents to make sure that the care of their child is consistent. A consistent approach benefits the child’s welfare and ensures the child is not confused.

All complaints will be investigated. Please see my Complaints Policy.

All significant incidents are recorded in an incident book and will be shared and discussed with parents so that we can work together to resolve any issues.

**England**  
Meeting the Early Years Foundation Stage welfare requirements  
**Safeguarding and promoting children’s welfare** – The provider must take necessary steps to safeguard and promote the welfare of children.

**POLICY: Uncollected children**  
If a child is not collected within 1 hour I will try calling the parents’ contact numbers. Then I will try the emergency contact numbers.

During this time, I will continue to safely look after the child.

I will continue to try the parents’ contact numbers and emergency numbers, but after 5 hours I will then tell the local authority duty social worker.

**England**  
Meeting the Early Years Foundation Stage welfare requirements  
**Safeguarding and promoting children’s welfare** – The provider must take necessary steps to safeguard and promote the welfare of children.

“Providers must engage with and provide the following information for parents.

- The procedure to be followed in the event of a parent failing to collect a child at the appointed time.”
**POLICY: Lost or missing children**
I will safely supervise children when we go on outings or trips. I will teach the children about safety when we are out and about.

But if a child goes missing, I will tell the police and search the area. Then, I will contact the parents and Ofsted.

**England**
Meeting the Early Years Foundation Stage welfare requirements
**Safeguarding and promoting children’s welfare** – The provider must take necessary steps to safeguard and promote the welfare of children.

Providers must engage with and provide the following information for parents.
- The procedure to be followed in the event of a child going missing.

**POLICY: Complaints**
As a registered childminder I aim to work in close partnership with all parents, to meet the needs of their children.

If there is any aspect of my service you are not happy with please would you bring it to my attention. This would probably be verbally and every effort will be made to resolve the issue through frank and open discussion. If you prefer, you can put the complaint formally in writing or by email to me at vikkiquinn@tiscali.co.uk

I have a mandatory duty to investigate all complaints relating to the national standards for childminding.

Depending on the nature of the complaint, I will investigate it myself or it will be passed on to Ofsted to investigate. For impartial advise, you can call the NCMA Information Line on 0800 169 4486. Complaints will be treated sensitively. You will be notified of the outcome and receive a copy of any written records regarding the complaint within 28 days.

I use the Provider Complaints Record which is available on the Ofsted website at [www.ofsted.gov.uk](http://www.ofsted.gov.uk) to record any complaints.

I will keep a written record of all complaints. It will remain confidential unless an Ofsted inspector asks to see it. I will record the following:
- Name of person making the complaint
- The national standard(s) to which the complaint relates
- Nature of the complaint
- Date and time of the complaint
- Action taken in response to the complaint
- The outcome of the complaint investigation (for example, ways the service has improved).
Details of the information and findings that were given to the person making the complaint (which should have been provided to them within 28 days), including any action taken.

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

Records will be kept for 10 years.

If the complaint cannot be resolved or if the complaint is of a serious nature and you feel you cannot discuss it with me you should contact Ofsted on 08456 404040.

**England**
Meeting the Early Years Foundation Stage welfare requirements

**Safeguarding and promoting children’s welfare** The provider must take necessary steps to safeguard and promote the welfare of children.

Providers must engage with, and provide the following information for, parents:

- The complaints procedure (copies to be available on request)
- Details for contacting Ofsted and an explanation that parents can make a complaint to Ofsted should they wish.