Isle of Man Government

Reiltys Ellan Vannin

Child Day Care Centres

Minimum Standards

Registration & Inspection Unit

November 2016

With effect from 1 April 2017

Department of Health & Social Care

Rhyenn Slaynt as Kiarail y Theay

Contents

Introduction	**1**
Definitions	**3**
Standard 1 - Suitable person	**7**
Standard 2 - Organisation	**8**
Standard 3 - Care, Learning and Play	**10**
Standard 4 - Physical Environment	**11**
Standard 5 - Equipment	**13**
Standard 6 - Safety	**13**
Standard 7 - Health	**16**
Standard 8 - Food and drink	**18**
Standard 9 - Equal Opportunities	**18**
Standard 10 - Additional Needs (including special educational needs and disabilities)	**19**
Standard 11 - Behaviour	**19**
Standard 12 - Working in partnership with parents and carers	**20**
Standard 13 - Safeguarding	**20**
Standard 14 - Documentation	**22**
Annex A - Babies/children under two years	**26**
Annex B - Overnight care	**28**

Introduction

The Department of Health and Social Care (DHSC) is committed to promoting the welfare and development of all young children on the Isle of Man. Good quality care and education in the early years raise educational standards and opportunities, and enhance children's social development.

Day care for children under eight years of age is subject to regulation on the Isle of Man under the Regulation of Care Act 2013. These services include nurseries, playgroups, holiday schemes and other out of school provision, crèches and childminding. Because of the specialised nature of the Forest School a specific set of standards has been developed. Childminding and Forest School have their own sets of standards.

These standards will be reviewed on a regular basis by the Department. Reviews will take account of practice issues that have been identified either within the inspection process or from matters of serious concern that have arisen from complaints and other information provided to the DHSC.

The DHSC is determined that all child day care services provide a safe, secure, stimulating and rich learning environment for children, not least so that parents can have confidence that their children are well looked after.

Child day care services offer opportunities for children to broaden their experience and to enhance their learning and development. The standards represent a baseline of quality below which no provider may fall. However, they are also intended to underpin a continuous improvement in quality in all settings.

Regulations under the Regulation of Care Act 2013 require registered persons to meet the standards. The law also requires the DHSC to have regard to the standards when making regulatory decisions. The standards do not override the need for providers to comply with other legislation such as that covering health and safety, food hygiene, fire or planning requirements.

There are differing categories of child day care and each service will have a Statement of Purpose which describes the service/s provided. For example:

- **Full day care**
  Services that provide day care for children under eight years of age for a continuous period of four hours or more in any day in any premises that are not domestic premises.

- **Sessional day care**
  Services that provide day care for children under eight years of age for a session which lasts no more than four hours in premises that are not domestic premises. Such services usually offer care for children aged between the age of two to five years and are often accommodated in shared premises e.g. playgroups.

- **Crèches**
  The term Crèche is used to describe services that provide occasional care for children under eight and are provided on particular premises for more than five days a year.

Created November 2016
Implemented April 2017
Review November 2019

Providers are required to register where the crèche is open for more than two hours a day, even where individual children attend for shorter periods. Some crèches are in permanent premises, such as sports centres and shopping centres; others are established on a temporary basis to care for children whilst their parents are engaged in a time limited activity, such as a conference.

- **Out of school care**

Services that provide day care for children under eight years of age, in the absence of their parents and/or carers, during one or more of the following periods; before school, after school or during school holidays. The total care provided is for more than 2 hours in any day in premises that are not domestic premises.

- **Occasional Day-care**

If a person provides day care for children under the age of eight years for no more than 5 days in any year they do not need to be registered with regard to that provision. However the Department must be notified in writing before the care commences. 'Year' means the year beginning with the day on which the day care is first provided on the premises.

In addition as providers look at more creative ways of providing a child day care service there may be a requirement for additional criteria to be set to ensure that the service is safe and meets the needs of children attending. A current example is:

- **Forest Schools**

The Forest School is a child day care centre that operates from an open space without a building. It is a worldwide recognised method of allowing children to learn through the natural world.

Forest schools will be treated as a separate service type and have their own set of standards and separate registration.

Standards

Within this document there are 14 standards. Each standard describes a particular quality outcome, and is accompanied by a set of supporting criteria giving information about how that outcome is to be achieved. There may be some flexibility within the supporting criteria if the provider can demonstrate that in their particular circumstance that criterion need not be applied.

In defining quality of care the perspectives of child development, the rights or expectations of children, as well as the expectations of parents and people who work with children are all influencing factors.

The outcome statement for each standard must be met; in applying the supporting criteria to that outcome the Department will take a flexible and proportionate approach and there may be circumstances where a provider can demonstrate a particular element does not apply to their service provision.

In all cases the Department's exercise of discretion in applying the supporting criteria will:

- Be focused upon the outcome for the child or children being cared for, and in their interests.

- Be a professional judgement.

- Be an individual decision based upon a recognition of the uniqueness and abilities of the provider.

- Be fully and explicitly explained and justified in writing.

- Remain consistent with the outcomes required by the standards.

Definitions

Responsible person: A person deemed suitable to provide a care service. They may be the registered provider or the registered manager. Each registered person has responsibility for ensuring that the requirements of the Act, Regulations and Standards are met. A company, committee or other group may be the registered person and they will be required to nominate a responsible person to speak on their behalf. The responsible person also has to be vetted by the Department and has specific obligations within the Regulation of Care Act 2013 and Regulation of Care (Care Services) Regulations 2013.

Registered Manager: Is the person in day to day charge of the setting. The manager may be the same person as the responsible person if that provider is an individual and in limited circumstances may also be the same person as the responsible person of a corporate body: If not the same person, the manager will be recruited by the registered provider but will be registered by the Department and must meet the registration criteria set out in the Regulation of Care Act 2013, the Registration of Care (Registration) Regulations 2013 and in these Standards. A manager must have appropriate qualifications and experience.

Parent: Any person with parental responsibility for a child.

Physical Intervention: Used by staff to manage, restrain or stop children from harming themselves or others.

Risk Assessments: Are written documents that form part of the day care centre's safety strategies. They can be personal, environmental or generic. Risks are identified and plans set in place to either eliminate or minimise those risks.

Safeguarding Children: Sometimes called Child Protection makes provision for and lays obligations and responsibilities on the registered persons and the staff at the facility to keep children safe and follow agreed procedures where abuse is suspected or alleged.

Single Assessment (NARRATES) brings together and replaces the Initial and Core Assessment. It provides a systematic way of analysing understanding and recording what is happening to children within their families and the wider context of the community in which they live. It is a multiagency assessment allowing professionals working with the family to have a shared understanding of the family's strengths and what support they need to thrive.

Disclosure and Barring Service (DBS)(previously CRB Criminal Records Bureau): A scheme that replaces the Island's Police checks and provides for people working in the Health and Social Care sector to be checked against the barred lists held in the UK as well as their criminal convictions and cautions history.

COSHH: Control of Substances Hazardous to Health.

RIDDOR: Reporting of Injuries, Diseases and Dangerous Occurrences Regulations.

Competent Person: A person with relevant knowledge, skill and ability who has experience and training in the specific area being looked at.

Notifications: Where the provider must notify Registration and Inspection Unit using the appropriate form.

Regulation 10 Requirement to notify the DHSC of death, illness and other events.

1. The registered person in relation to a care service must notify DHSC no later than 24 hours from the occurrence of:

(a) the death of any service recipient at the care service and the circumstances of the death;

(b) the outbreak of any notifiable disease (within the meaning of Part II of the *Public Health Act 1990*) at the care service;

(c) the serious injury or illness of any service recipient at the care service;

(d) the suffering of serious harm of any service recipient at the care service;

(e) any event at the care service affecting the well-being of any service recipient;

(f) any unexplained absence of a service recipient from a care service;

(g) any serious incident necessitating calling the police to the care service;

(h) the making of any allegation that a service recipient has committed an offence;

(i) any theft, burglary, fire or accident at the care service; and

(j) any conduct of a member of staff at a care service that may be such that they may not be a suitable person to be involved in the care of service recipients.

2. If a service recipient is a child, the registered person in relation to a care service must, no later than 24 hours from the time of the occurrence of any of the events specified in paragraph (1)(a) to (j), also notify -

(k) the child's parents or person with parental responsibility for the child; and

(l) any person or organisation that has accepted responsibility wholly or partly for the cost of that child's care at the care service.

Overview of Standards

Standard 1
Suitable Person:
Adults providing day care, looking after children or having unsupervised access to them must be suitable to do so.

Standard 2
Organisation:
The registered person must meet the required adult: child ratios and ensure that training and qualification requirements are met.

Standard 3
Care, Learning and Play:
The registered person must meet children's individual needs and promotes their holistic development.

Standard 4
Physical Environment:
The premises must be safe, secure and suitable for their purpose.

Standard 5
Equipment:
Furniture, equipment and resources (including toys) are provided which must be age appropriate, of suitable design, well maintained and conform to safety standards.

Standard 6
Safety:
The registered person must take positive steps to promote safety within the setting and on outings and ensure proper precautions are taken to prevent accidents.

Standard 7
Health:
The registered person must promote the good health of children and take positive steps to prevent the spread of infection and appropriate measures when they are ill.

Standard 8
Food and Drink:
Children must be provided with regular drinks and food in adequate quantities for their needs.

Standard 9
Equal opportunities:
The registered person and staff must actively promote equality of opportunity and anti-discriminatory practice for all children.

Standard 10
Additional Needs (including special educational needs and disabilities):
The registered person must be aware that some children may have additional needs and must be proactive in ensuring that appropriate action, care and opportunities are provided.

Standard 11
Behaviour:
Adults caring for children in the provision must be able to manage a wide range of children's behaviour.

Standard 12
Working in partnership with parents:
The registered person and staff must work in partnership with parents to meet the needs of the children.

Standard 13
Safeguarding:
The protection of the child must be the registered person's first priority.

Standard 14
Documentation:
Robust records, policies and procedures which are required for the efficient and safe management of the provision must be in place and are maintained.

Annex A
Babies/children under 2:
These are additional criteria that must be met by a registered person registered to provide day care who wishes to care for babies.

Annex B
Overnight care:
These are additional criteria that must be met by a registered person registered to provide care for children overnight.

Standard 1 - Suitable person

Outcome:
Adults providing day care, looking after children or having unsupervised access to them must be suitable to do so.

Supporting criteria

1.1 The registered person must comply with the mandatory conditions and any imposed conditions of registration. All persons over the age of 16 years living on registered premises must be subjected to a Disclosure and Barring Service (DBS) check at a level appropriate to their contact with children.

1.2 The registered person, their staff and volunteers must not have been convicted of an offence or been the subject of an order which disqualifies them from registration either under section 43 of the Regulation of Care Act 2013 or under the Disqualification for Caring for Children Regulations 2002. The DHSC is able to waive the disqualification for a specific role and in reaching this decision would have regard to all the circumstances of the offence or order. Factors taken into consideration include the date of offence or order, the type of offence or order and the degree of culpability of the person.

1.3 All persons working at the service must be subjected to a DBS check at a level appropriate to their contact with children.

1.4 The registered person must not commence the employment of staff or volunteers who have not received the outcome of their DBS check unless prior approval is given by the Registration & Inspection Unit and in all circumstances where permission is given such persons are never left alone with children or be included in the ratios.

1.5 The registered person must see the DBS certificate provided to the employee and make a record in the person's file of when it was seen, whether or not there were convictions and, where convictions are disclosed, what affect they have on that person's employment at the service.

1.6 The registered person must ensure staff are aware of the option to sign up for the update service offered by DBS at the time of a member of staff's initial application. This service requires re-application by staff at the time of name or address changes. For further details contact the Department of Home Affairs. If this option is not taken up then the individual must have a renewed check at an interval of not more than 3 years.

1.7 The registered person must carry out enquiries to establish the qualifications, experience and overall suitability of the staff they employ. Robust recruitment and selection processes and procedures must be in place which meets the requirements of employment legislation. This must include:

- Social Services suitability check.
- Social Services 'out of area check' (if the prospective employee has been off island for anytime in the last 5 years, including study, the local Social Services department needs to be contacted to ensure suitability).
- Medical opinion.
- Two references.

- DBS (or evidence that on-line service checked if portability is in place).

1.8 The registered person must have relevant business management training and/or substantial experience. They must operate the service on a secure financial footing and must have available for inspection, when requested, financial information that supports the continued financial viability of the service.

1.9 Every service must have a registered manager who has a relevant professional qualification; as a minimum this must be a Cache Level 3 Diploma qualification in early years (or equivalent) and must have at least 2 years post qualification experience of working in a similar early years setting.

1.10 There must be a named person who is able to take charge in the absence of the manager and these persons must hold a relevant Level 3 Diploma qualification in early years and must have at least 1 year's post qualification experience of working in an early years setting.

Standard 2 - Organisation

Outcome:
The registered person must meet the required adult: child ratios and ensure that training and qualifications requirements are met.

Supporting criteria

2.1 Staff must be deployed effectively within the service to ensure the safety, welfare and development of children.

2.2 Where a keyworker system is used children belong to a key group which has consistent staff; subject to the supporting criteria in Standard 13 (safeguarding children), every child is allocated to a member of staff within their key group who is his/her key person and is mainly responsible for his/her wellbeing on a daily basis and ensures that information about the child is exchanged with the parent and/or carers. However, movement of children and staff between groups in the course of the day must be encouraged.

2.3 The registered person must ensure that:

- All supervisors hold a level 3 Diploma qualification appropriate for the care or development of children. Where this cannot be achieved immediately, providers must set out an action plan detailing how they intend to meet this criterion and in what timescale.

- At least 50% of all other child care staff on duty at any one time must hold, as a minimum, a level 2 qualification appropriate for the care or development of children in an early years setting.

- Volunteers or committee members must be given full information and guidance on their roles and responsibilities, including their involvement in the children's learning.

- Trainees/apprentices less than 17 years of age must be supervised at all times and must not be counted in the staffing ratios.

- Where the registered person is satisfied that trainees/apprentices of 17 years or over are competent and responsible, they may be, under constant supervision, included in the staffing ratios. Substantial evidence of competence must be recorded.

- Students on placement must be supervised at all times and must not form part of the staffing ratios.

- The registered manager must have, or will have evidence of training/qualification in leadership/management in addition to their child care qualification.

With regard to the above all existing staff must have commenced appropriate training/qualifications within 2 years of the inception of these revised standards.

Managers new to registration will be given a time frame that is appropriate to the date of their registration. From 1st April 2020, there is an expectation that managers seeking registration will have gained or are in the process of gaining an appropriate Leadership/Management training. In exceptional circumstances, which are beyond the control of the applicant, an appropriate extension to these time frames may be agreed.

2.4 The minimum staffing ratio requirements are:

1:2 children under 2 years who are cared for above ground floor level.
1:3 children under 2 years.
1:8 children aged 2-7 years.

These ratios include any children of staff or volunteers. Regular volunteers who have had the required checks can be included in the normal staffing ratios.

2.5 Any care provided for children aged 8-14 must not be allowed to adversely affect the care provided for children under 8 years old.

2.6 Providers must take account of the differences between school age and pre-school children and must accommodate each group in separate activity rooms.

2.7 There must be a minimum of two adults on duty at any one time; one of whom is to be designated as the person in charge.

2.8 Staffing levels must be maintained during outings, whether on foot or in a vehicle but, according to circumstances, it may be necessary to exceed them.

2.9 The registered person must ensure that suitable contingency arrangements are in place to cover emergencies and unexpected staff absences, and sufficient suitable staff and volunteers to cover staff breaks, holidays, sickness and time spent with parents.

2.10 The adult:child ratios relate to staff time available to work directly with children. Additional staff and management resources may be required to undertake management tasks, prepare meals, for domestic tasks and to maintain premises and equipment.

2.11 Where there are facilities for children to sleep, there must be appropriate staff supervision/monitoring within the sleeping area.

2.12 Where there are more than 20 children in attendance the registered manager, or other designated person in charge on that day will be considered supernumerary to the above staffing ratios.

2.13 Where children with special needs are looked after additional staffing may be required. This criterion must be considered in conjunction with Standard 10.

Standard 3 - Care, Learning and Play

Outcome:
The registered person must meet children's individual needs and promotes their holistic development.

Supporting criteria

3.1 The registered person and their staff must encourage children to be confident, independent and develop their self-esteem.

3.2 The registered person must select resources and provide activities, play opportunities and first-hand experiences which allow children to build on their natural curiosity as learners and promote all areas of learning.

3.3 Regular information must be provided for parents about activities carried out with the children, for example, through wall displays, photographs and examples of children's work.

3.4 The registered person and their staff must ensure that adult led and child initiated activities are influenced by listening to and valuing what children say. This will ensure staff are valuing the uniqueness of the child's interests and have high expectations of what can be achieved with appropriate challenge.

3.5 The registered person and their staff must observe and record what children do and use their observations to plan the next steps for the children's play, learning and development.

3.6 The registered person must organise resources so that they are readily accessible to children and deploy staff effectively to support children's play and learning.

3.7 The registered person must give children daily opportunities to be active, indoors and out, as well as time to relax.

3.8 The registered person must have in place a balanced curriculum which supports the child's personal, physical, social and emotional development, their spiritual needs and their communication and language development; which will enable them to develop knowledge and skill in literacy, mathematics, understanding the world, expressive arts and design. Planning must reflect on the different ways children learn.

3.9 Written plans of deployment of staff and their activities with children must be displayed.

3.10 The registered person and their staff must implement a system to ensure they meet the pre-school aged children's individual needs in order to support their readiness for school.

Standard 4 - Physical Environment

Outcome:
The premises must be safe, secure and suitable for their purpose.

Supporting criteria

4.1 The premises must be made welcoming and friendly to children and parents. The premises, including any outside play area, must be kept secure and children must not be able to leave the areas unsupervised. The registered person must ensure that there are sufficient security measures in place to prevent access to the premises by unauthorised persons.

4.2 The premises must be clean, well lit, usually with adequate natural lighting, adequately ventilated and maintained in a suitable state of repair and decoration.

4.3 The registered rooms must have sole use of the facility during the hours of operation.

4.4 The registered person must ensure they operate within local planning and building control requirements.

4.5 Where premises are rented, written approval must be obtained from the landlord and the terms of lease must not prevent the service being operated in accordance with the Act & Regulations.

4.6 The registered provider must have an emergency contingency plan if their premises are unsafe to use at any particular time.

4.7 There must be access to a telephone on the premises.

4.8 Rooms must be maintained at a minimum of 18°c. Where children are less active the temperature of the environment must be regulated accordingly.

4.9 The following space standards represent minimum space requirement per child:

Age	**Square Metres**
Under 2 years	3.7
3-7 years	2.3

10% is deducted from the total to allow for furnishings and equipment.

4.10 Provision must be made (space or partitioned area) for children who wish to relax, play quietly or sleep, equipped with appropriate furniture. This area may be converted from normal play space providing children can rest safely without disturbance.

4.11 Play areas must be large enough to give scope for free movement and well spread out activities. There must be separate areas for different activities.

4.12 There must be adequate storage space for equipment.

4.13 Where possible, outdoor play space adjoining the premises is provided. It must be safe, secure and well maintained (see standard 6). Exceptionally, where outdoor play space cannot be provided, children must be safely escorted to local parks, playgrounds or the equivalent on a regular basis.

4.14 There must be a minimum of one toilet and one wash hand basin with hot and cold water available for every 8 children over the age of two years. (This standard may be adjusted when looking after children with special needs who do not require these facilities - see standard 10). Urinals are installed as necessary.

4.15 Toilets must be situated in the areas the children are using.

4.16 Where applicable there must be suitable nappy changing facilities. A written record must be kept showing which staff member has carried out the task.

4.17 Children's privacy and dignity must be maintained at all times during toileting/nappy changing regimes.

Staff Facilities

4.18 There must be a secure area where confidential information and necessary records can be kept and where staff may talk to parents confidentially.

4.19 There must be a separate toilet facilities for adults.

4.20 Where required, staff have a room or area available for breaks, away from areas being used by children.

Kitchen

4.21 Where children attend for the full day, there will normally be a kitchen which is adequately equipped to provide meals and snacks for children and staff on the premises. Exceptionally, if this is not available, the registered person must demonstrate how adequate arrangements, which meet Environmental Health requirements, will be made to provide food and drinks for children and staff.

4.22 The kitchen must conform to environmental health and food safety regulations.

4.23 Children must not have access to the kitchen unless it is being used solely for a supervised children's activity.

Laundry facilities

4.24 Where full day care is offered a separate laundry is provided or adequate arrangements made to launder nursery linen. Where laundry facilities are provided on site, children must not be allowed access.

4.25 Arrangements are made, as appropriate, to ensure that an adequate supply of clean bedding, towels, spare clothes etc. are always available.

Standard 5 - Equipment

Outcome:
Furniture, equipment and resources (including toys) must be provided which are appropriate for their purpose and help create an accessible and stimulating environment.

Supporting criteria

5.1 The registered person must ensure that sufficient, suitable toys and play materials are available to provide stimulating activities and play opportunities for the children in all areas of play, learning and development. These must be appropriate for the ages and individual developmental needs of the children.

5.2 Furniture, resources (including toys) and equipment on the premises must be in good repair and must conform to British Standard and European Standard (BS EN) safety standards or the Toys (Safety) Regulations (1995) where applicable. Where public playgrounds are used, the registered person must ensure that the children do not use faulty equipment.

5.3 There must be sufficient equipment available for the needs of children, including child size chairs and tables, high chairs, potties etc. The numbers of child sized chairs and tables will allow flexible arrangements for children to play (where activities require the use of a table) and eat together.

Standard 6 - Safety

Outcome:
The registered person must take positive steps to promote safety within the setting and on outings and ensures proper precautions are taken to prevent accidents.

Supporting criteria

6.1 The registered person must take reasonable steps to ensure that hazards to children on the premises, both inside and outside, are minimised and is aware of, and complies with, health and safety regulations. Staff are trained to have an understanding of health and safety requirements for the environment in which they work.

6.2 The registered person must undertake a written risk assessment of the premises and activities (including staffing levels) this is reviewed if there is a significant change or if the registered person suspects that it is no longer valid. An action plan with timescales identifies action to be taken to minimise identified risks.

6.3 All low level glass must conform to British/European safety standards or be covered with protective film.

6.4 Children must not be exposed to water temperatures above 43°c.

6.5 The surface temperature of radiators and pipes which are accessible to children must not exceed 43°c.

6.6 Children must not have access to sharp hazardous items or hazardous substances and information on (COSHH) and (RIDDOR) to be displayed.

6.7 Stairs are made safe or inaccessible, according to the age and development of children being looked after.

Gas/electricity/security

6.8 Gas, electrical and other appliances and fittings must conform to safety requirements and must not pose a hazard to children.

6.9 Portable Appliance Testing (PAT) must be undertaken by a competently trained, certificated person a minimum of every 2 years.

6.10 Second hand electrical equipment must be PAT tested prior to being used in the setting.

6.11 The registered person must ensure PAT has been carried out on any rented/hired electrical equipment prior to use.

6.12 Electrical installations, such as a fire alarm panel must have periodic inspections as determined by the service's Electrical Inspection Certificate.

6.13 All services must ensure that their electrical sockets meet the required British Standard 1363 and are maintained in good working condition.

6.14 Where required, carbon monoxide detectors must be in place and maintained regularly.

6.15 Children must be supervised at all times. In the event of a child being lost or not collected there must be a clearly defined procedure to be followed.

6.16 People, including parents, must not be allowed to have free open access into the building/facility.

6.17 The registered person should consult, as appropriate and necessary, with the Isle of Man Constabulary, crime reduction officer.

Outside area

6.18 Ponds, drains, pools or any natural water must be made safe or inaccessible to children. Outdoor water activities are closely supervised at all times.

6.19 The registered person does not usually keep hazardous indoor and outdoor plants on the premises. However, if these are present, they must be made inaccessible to children.

6.20 Gardens/perimeter gates must be secure to prevent children from leaving the area unsupervised.

6.21 Glass within greenhouses or cold frames must be safety glass or covered in protective safety film.

6.22 Greenhouse, garages and sheds used for the storage of hazardous items must be inaccessible to children.

6.23 Large pieces of outdoor equipment where the fall height is 600mm or greater must be positioned on impact absorbing surfaces.

Fire safety

6.24 There must be clearly defined procedures for emergency evacuation of the building, which include any special measures to be taken where children are located above or below ground level; these procedures are known to all staff and used for training purposes on a regular basis.

6.25 Notices giving instruction on what to do in the event of fire must be sited in prominent positions throughout the premises and all staff must be aware of the evacuation procedure.

6.26 Fire drills must be carried out with children in a manner that is appropriate to their age and understanding at least once a term and a written record kept.

6.27 A fire log book must be kept detailing the maintenance and testing of the fire alarm system and must be available for inspection.

6.28 The registered person must undertake a fire risk assessment and where applicable complies with any recommendations made by the Fire Safety Officer.

6.29 Fire doors must not be obstructed and fire exits are clearly identifiable and easily opened from the inside.

6.30 Fire blankets, extinguishers, alarms, emergency lighting and smoke detectors must conform to BS EN safety standards and be provided as necessary, checked to the frequency specified by the manufacturer kept in working order. Where premises are shared written agreements must be in place as to whose responsibility it is to maintain such systems.

6.31 A fire warden must be identified and that person must complete appropriate training.

6.32 All staff must receive training in fire prevention.

Outings and transport

6.33 The registered person must ensure that there are operational procedures, including risk assessments, numbers of staff and the supervision of children, for the safe conduct of any outings provided. Records must be kept about vehicles in which children are transported, including insurance details and a list of named drivers. Drivers using their own transport must have adequate insurance cover and drivers licences must be checked at least annually and a written record kept.

6.34 Written permissions for outings and transport in vehicles must be kept on the child's individual record.

6.35 Appropriate car seats and/or seat belts must be used when transporting children in a vehicle.

6.36 Children must not be left unattended in a vehicle.

6.37 A first aid kit must be taken on all outings.

6.38 Children must be safely controlled whilst out walking.

Standard 7 - Health

Outcome:
The registered person must promote the good health of children and takes positive steps to prevent the spread of infection and appropriate measures when they are ill.

Supporting criteria

Hygiene

7.1 The premises and equipment must be clean. Toys and play resources must be cleaned regularly and thoroughly.

7.2 The registered person must ensure that staff are informed and aware of the importance of good hygiene practice in order to prevent the spread of infection. Staff are informed of and kept up to date with hygiene procedures.

7.3 Children must be encouraged to learn about personal hygiene through the daily routines. Each child must have their own personal items such as toothbrushes, bedding, individual towels etc.

Animals

7.4 The registered person must ensure that any animals on the premises are safe to be in the proximity of children and do not pose a health risk. Parents and/or carers must be made aware in writing of all animals kept on the premises.

Sandpits

7.5 Sandpits must be protected from contamination and the sand is clean and provided for the purpose of children's play.

Medicine

7.6 If medicine is to be given the registered person must ensure the following:

- medicines are stored in their original containers, clearly labelled and inaccessible to children;

- medicines are not usually administered unless they have been prescribed for that child by a doctor; in circumstances where over the counter medications are administered the reasons and instructions to staff on dosage and frequency must be fully recorded;

- the parent gives prior written permission to administer any medication;

- written records are kept of all medicines administered to children, and parents sign the record book to acknowledge the entry;

- if the administration of prescription medicines requires technical/medical knowledge then individual training is provided for staff from a qualified health professional. Training is specific to the individual child concerned;

- staff administering medication to children with specific conditions (e.g. Asthma, Epilepsy) must have a sound understanding of the condition;

- the first dose of any medication to be administered by the parents in case of allergic reaction. Parents to sign to confirm the medication is safe for their child;

- written permission must be requested at the time of the placement for any emergency generic medication ie. Calpol to be given.

First aid

7.7 There must be a first aid box, the contents of which are checked frequently for the re-stock of used items/out of date sterile items. This must be kept in an accessible place out of the reach of children. There is no legal requirement for the contents of a first aid box but the following list is a guide to what should be included:

- A leaflet giving general guidance on first aid.
- Hypo-allergenic plasters or micro pore tape and melolin.
- Sterile eye pads with attachments.
- Individual wrapped sterile wound dressings.
- Safety pins.
- Crepe bandages.
- Triangular bandages.
- Scissors.
- Saline solutions.
- Anti-septic wipes.
- Blue plasters (adult use only).
- Disposable gloves.
- Fever thermometer.

7.8 All staff either when on the premises or on outings must hold a current first aid certificate. The first aid qualification includes training in first aid for infants and young children.

7.9 There must be no smoking.

Standard 8 - Food and drink

Outcome:
Children must be provided with regular drinks and food in adequate quantities for their needs.

Supporting criteria

8.1 Fresh drinking water must be available to children at all times.

8.2 Children who stay in day care for the whole day must be offered a healthy midday meal and other healthy snacks and drinks routinely. Parents must be informed of the food provided and menu must be displayed.

8.3 The registered person must request information from parents about any special dietary requirements, preferences or food allergies the child may have. Where these exist, the registered person, or the person with delegated responsibility must make a record and takes heed of the information provided.

8.4 If parents and/or carers provide packed lunches, they must be provided with guidance regarding safe storage and, where appropriate, nutrition.

8.5 The registered person accesses appropriate guidelines to determine current standards in nutrition for children. For example:
http://www.thpc.scot.nhs.uk/wordfiles/under5's.pdf

8.6 Those responsible for the preparation and handling of food must be fully aware of, and comply with, regulations relating to food safety and hygiene. There are fridge thermometers in place and temperatures must be recorded daily. The service must register as a food business/establishment with the DEFA. At least one member of staff handling/preparing food must hold a current food hygiene certificate.

Standard 9 - Equal Opportunities

Outcome:
The registered person and staff must actively promote equality of opportunity and anti-discriminatory practice.

Supporting criteria

9.1 All children and adults must be treated with equal concern and the registered person has regard to relevant anti-discriminatory good practice. The registered person must promote equal opportunities with regard to employment, training, admission and access to the resources, activities and facilities available.

9.2 The registered person must liaise with parents to ensure that all children's records contain information which enables appropriate care and access to appropriate learning opportunities to be given.

Standard 10 - Additional Needs (including special educational needs and disabilities)

Outcome:
The registered person must be aware that some children may have additional needs and is proactive in ensuring that appropriate action, care and opportunities are provided.

Supporting criteria

10.1 The registered person must have regard to any Codes of Practice for the Identification and Assessment of Special Educational Needs for example: https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/398815/SEND_Code_of_Practice_January_2015.pdf

Multi-agency working is actively promoted and engaged in.

10.2 Staffing arrangements must be designed to meet the needs of individual children.

10.3 The physical environment must be as far as is reasonable, suitable for children with disabilities.

10.4 Children must have access, alongside their peers, to the facilities, activities and play opportunities provided whenever reasonable, in order to promote their welfare and development.

10.5 The registered person must consult with parents and other agencies, as appropriate, about the need for any special services and equipment for the children in their care.

10.6 The registered person must ensure the privacy of children when intimate care is being provided.

Standard 11 - Behaviour

Outcome:
Adults caring for children in the provision must be able to manage a wide range of children's behaviour.

Supporting criteria

11.1 The registered person must create an environment that encourages good behaviour.

11.2 The registered person must ensure all staff help children to develop a sense of what is right and wrong.

11.3 Adult handling of behaviour must be consistent and developmentally appropriate, respecting individual children's level of understanding and maturity.

11.4 Physical punishments, or the threat of them must not be used.

11.5 Adults must not use any form of physical intervention, e.g. holding, unless it is necessary to prevent personal injury to the child, other children, an adult or serious damage to property. Any incident must be recorded and the parent and/or carers informed of the incident on the day.

11.6 Staff must be supported by clear policies/procedures and guidelines when managing negative behaviour. Parents must be involved with the service in setting a behaviour

management plan for their child and the service is able to access expert advice if ordinary strategies are not effective with a particular child.

Standard 12 - Working in partnership with parents and carers

Outcome:
The registered person and staff must work in partnership with parents to meet the needs of the children.

Supporting criteria

12.1 Information must be given to parents which includes:

- The Statement of Purpose as required by the Regulation of Care Regulations that includes the information specified in Schedule 3.
- The role of parents and/or carers, including (if appropriate) their involvement in their child's learning and any expectations that parents participate on management committees or as volunteers.
- Details of policies and procedures which are available to parents.
- A written complaints procedure which must include the address and telephone number of the Registration & Inspection Unit; the procedure also to be displayed within the building.
- Information about activities provided for children.
- Information regarding the services responsibility under the Isle of Man Safeguarding Children Procedures.

12.2 There must be a system in place for the regular exchange of information between parents and staff members. Parents are able to share information and their views and concerns are respected and acknowledged.

12.3 Staff must be aware of the need to maintain privacy and confidentiality and will have signed a confidentiality agreement.

12.4 The registered person must be proactive in the sharing of information through formal/informal means in order to encourage the building of positive relationships with children and their parents and to facilitate a good understanding of individual needs and home circumstances.

12.5 There must be a signed contract between parents and the provider that clearly outlines the expectations of both parties.

Standard 13 - Safeguarding

Outcome:
The protection of the child must be the registered person's first priority.

Supporting criteria

13.1 The registered person must have an awareness of the Isle of Man Safeguarding Children Policy and Procedures. They must ensure that all staff have read these,

understand them and are knowledgeable about them and have easy access to them provided at the following hyperlink http://www.isleofmanscb.im/.

13.2 The registered person must ensure that all staff are aware of possible signs and symptoms of children at risk; and are aware of their responsibility to report, without delay, concerns to police or social services in accordance with the Safeguarding Children Board procedures; and to keep concerns confidential. Protocols are in place regarding confidentiality which will include reference to ongoing safeguarding investigations.

13.3 Refresher training must be provided, as a minimum, every 3 years. The on-line option can be taken up once the full safeguarding course (at the appropriate level) has been attended.

13.4 There must be a designated member of staff responsible for liaison with the Safeguarding Children Board and with the Registration & Inspection Unit in any child safeguarding situation. In the absence of this member of staff there is a formal scheme of delegation for other staff to take on this role.

13.5 Under NARRATES if a child has a complex needs plan, the registered person, usually with parents' permission, gives appropriate information to referring agencies.

13.6 Open plan arrangements for operating the service are to be facilitated wherever possible; where there are areas of the premises away from the mainstream, risk assessments must be carried out and any identified risks managed appropriately for example, additional staffing in that area.

13.7 Where there are key worker systems in place, rotation on a regular basis should be considered to ensure that children are not at risk of 'grooming'.

13.8 Professional boundaries must be maintained and staff precluded from developing 'special relationships' with any individual child and/or their families.

13.9 Staff members must be regularly rotated around the full range of group activities and group age ranges.

13.10 Where the day to day manager is supernumerary, part of their daily activity is to supervise the toileting and changing routines.

13.11 Children must only be released from the day care centre to persons authorised to collect the child.

13.12 Any arrangements for access to the day care centre by non-staff members must be regularly reviewed.

13.13 All records relating to safeguarding concerns and actions must be transferred to the DHSC's Initial Response Team when the child leaves the day care service.

Standard 14 - Documentation

Outcome:
Robust records, policies and procedures which are required for the efficient and safe management of the provision must be in place and be maintained.

Supporting criteria

14.1 The registered person must develop and keep under review a statement of purpose & operational plan which is available to parents. The statement of purpose must meet the requirements of the Regulation of Care (Registration) Regulations 2013; Schedule 3. The aim of the operational plan is to allow the registered person maximum flexibility in organising the provision according to available resources. It should include how staff will be deployed within the provision, how and what activities will be provided and how the continuing training needs of staff will be met.

14.2 Individual records of each child must contain:

- Their full name and address.
- Their date of birth.
- Their photograph.
- Contacts in the case of an emergency.
- GP contact.
- Authorisation for outings and travel in vehicles and other appropriate permissions and parental consents.
- Details of who will collect the child, including photographs where appropriate.
- Known medical conditions (including allergies).
- Dietary requirements and preferences.
- Any social, emotional and/or behavioural needs.
- First language/any additional languages spoken.
- Any other cultural needs.
- Permission to seek emergency medical advice and treatment.

14.3 Records must be kept of all matters affecting children attending the day care centre, including:

- Any accidents and/or incidents (signed by parents).
- Any exclusions as a result of an infectious disease.
- Any medication being administered.
- Any child safeguarding concern and any subsequent multi-agency meetings.
- Any concerns or complaints raised; including the action taken.
- Any person living or likely to be living on the premises where child day care is being carried on.
- Any behavioural issues/concerns.

14.4 The registered person must have public liability insurance for the provision. The insurance must cover any circumstance of a child/children suffering harm whilst being looked after at the service, and will include allegations being made against a member of staff.

14.5 There must be appropriate employer insurance in place.

14.6 There must be a maintained, accurate system of recording each staff members and child's attendance at the service. The arrival and departure times must be included and the child's date of birth.

14.7 A visitor's book must be maintained within the service. This needs to identify arrival and departure times and the purpose of the visit.

14.8 A record relating to outings must be kept including names and numbers of children and staff.

14.9 Records relating to individual children must be shared with the child's parents and regular dated reviews of information are carried out with parents and records must be amended accordingly.

14.10 Records must be retained for 10 years after the child has left the service.

14.11 All records in relation to the processing/holding of information, including those held on computer and/or other electronic method must meet the requirements of the Data Protection Act 2002.

14.12 The Department's Registration & Inspection Unit must be informed at the earliest opportunity of those matters required to be notified under the Regulation of Care Act (Care Services) Regulations 2013:

- Regulation 10 - Requirement to notify DHSC of death, illness and other events. (see definitions).
- Regulation 11 - Notification of absence of responsible person or registered manager.
- Regulation 12 - Notification of change of purpose.

14.13 The Department's Registration & Inspection Unit must be notified of any proposed changes to people living on the premises where child day care is carried out.

14.14 The Department's Registration and Inspection Unit must be notified of any proposed changes to the premises – room changes, extensions etc.

14.15 The registered person must set up and keep under regular review in line with current legislation/guidance, policies and procedures required for the operation of the service.

These must include:

Safeguarding children policy and statement which must include:

- The service provider's commitment to the safeguarding of children.
- The service provider's commitment to encouraging 'whistle blowing' without the fear of alienation.

- Staff responsibilities with regard to the reporting of suspected child abuse or neglect, including informing parents where appropriate.
- Contact and telephone numbers for the local police and children services.
- Procedures to be followed in the event of an allegation being made against a member of staff or volunteer.
- Procedures to be followed in the event of an allegation being made against a registered person.
- Whistle Blowing.
- Confidentiality protocols in regard to the reporting of concerns and to ongoing safeguarding investigations.
- The Use of Social Media & Portable Electronic Equipment, including Mobile Phones.
- Taking Photographs of Children and their Usage.
- Lone Working.
- Access to the Service by Non-Staff Members.
- Confidentiality.
- Records Management.
- Retention of Records Policy
- Behaviour Management.
- Exclusion of Children who are infectious (which meets guidance issued by Public Health).
- The Safe Arrival and Departure of Children.
- What to Do in the Event of a Child Going Missing.
- What to Do in the Event of a Parent Failing to Collect a Child.
- Complaints Procedure (displayed).
- Additional Needs.
- Equal Opportunities.
- Induction and Training.
- Health & Safety.
- Fire Safety.
- Outings.
- Medicine Administration (understood by all staff and discussed with parents)
- Parents Access to Records.
- Intimate & Personal Care.
- Hazardous Substances.
- Care, Learning and Play.
- Caring for Under Twos (including induction process and parental agreements for children socialising with children in the two to three year age group).
- Smoking Policy.
- The Monitoring of Sleeping Babies/Children (including parental agreement).
- Disciplinary Procedure.
- Bullying.

14.16 Activities which should not be undertaken by care and support staff must be identified.

Staff Records

14.17 Accessible individual records must be kept on the premises containing the name and address of the staff members or volunteers and must retain information about recruitment, training and qualifications.

- All staff must have induction training which includes health and safety and child safeguarding/protection policies and procedures in their first week of employment. The total period of induction will be a minimum of 4 weeks, will be recorded and be part of the employee's on-going training programme.

- All staff members must receive regular one to one supervisions and take part in regular team meetings. Written records of these meetings must be taken.

- Staff must notify their employer of any new criminal offence they may have committed, including motoring offences.

- An immediate investigation must be undertaken on any allegations or incidents of misconduct and appropriate disciplinary action taken as necessary.

- A record must be kept of all disciplinary incidents and details entered in the personal file of the member of staff concerned.

14.18 Employers must refer someone to the Disclosure and Barring Service if they are:

- Dismissed because they harmed a child or adult.
- Dismissed or removed from working in a regulated activity because they may have harmed a child or adult otherwise.
- Or were planning to dismiss them for either of these reasons, but the person resigned first.

N.B It is against the law for employers to employ someone or allow them to volunteer for working with children if it is known they are on the barred lists.

Annex A - Babies/children under two years

These are additional criteria that must be met by a registered person providing child day care who is registered to care for babies.

Organisation

A.1 The registered person must ensure that:

- Children aged under two years are cared for in groups of no more than 12.
- Staff caring for babies are competent to do so.
- At least 50% of staff caring for babies must hold a relevant child care qualification and have received training in this specific area.
- The person in charge of the babies' room has suitable experience of working with children under two years. The person in charge of the provision for under twos must hold a relevant Level 3 Diploma (or equivalent) in child care and have suitable experience with children of this age.
- Arrangements for staffing are designed to minimise the number of carers for the individual child.

Care, learning and play

A.2 The registered person must ensure that:

- Children have the opportunity to interact with a consistent adult at frequent intervals throughout the day.
- There is clear written planning of babies' activities displayed. This must include adult deployment.

Physical environment

A.3 The registered person must ensure that:

- There is a separate base room and activity rooms for children under two. If it is appropriate for individual development, it may be acceptable for toddlers above the age of eighteen months to have limited contact with the two to three age groups. However there must be a clear induction procedure in place for the child concerned, which is agreed with the parents and adaptable for the individual child.

- During transition staffing ratios must be maintained for the under two years.

- Nappy changing facilities are provided which must meet environmental health standards. A written record must be kept showing which staff member carried out the task.

- Quiet areas are provided to enable children to play quietly, relax and to enable individual sleep patterns to be facilitated.

- The under two years must have access to outside play areas separate to older children.

Equipment

A.4 The registered person must ensure that:

- Activities, resources (including toys) and equipment are appropriate for the child's age and provide varied sensory opportunities and experiences both indoors and outdoors.
- Some domestic style furniture must be provided to assist children in developing mobility and to continue normal life experiences.
- Cots or other appropriate furniture are provided for children to rest or sleep.

Safety

A.5 The registered person must ensure that:

- When using high or low chairs, safety harnesses must be used.
- Sleeping babies are frequently checked as per the service's policy.

Food and drink

A.6 The registered person must ensure that:

- Feeding and nappy changing takes place in accordance with the child's individual needs and not as part of a nursery routine.
- Normally, babies are held whilst bottle feeding, preferably by the same staff members to enable attachments to be sustained over time.
- An area is provided with access to drinking water and facilities for the hygienic preparation of babies' feeds.
- Suitable sterilisation equipment is used for babies feeding equipment and dummies/comforters.
- Records are kept of babies' bottle feeds for parents.

Partnership with parents

A.7 The registered person must ensure that there is a daily system of exchange of information between the parents and staff. This must include information about the child's changing developmental and care needs and routines.

Annex B - Overnight care

These are additional criteria that must be met by a registered person providing day care who are registered to care for children overnight.

Organisation

B.1 The staff: child ratios for the day care registration held must be maintained overnight. A minimum of two members of childcare staff must be on the premises of which at least one is awake at all times during the night.

Physical environment

B.2 Children staying overnight must each have a suitable bed or cot and clean bedding, and there must be adequate heating in the premises.

B.3 Children must have access to adequate toilet and washing facilities. The privacy of children must be respected during bath time and when undressing.

Safety

B.4 The sleeping areas must not have any health or safety hazards.

B.5 Sleeping areas to be used by children must be inspected by an independent person who is competent in fire safety; all recommendations on fire safety and arrangements for safe emergency evacuation are met before any child is looked after overnight.

B.6 Appropriate security systems must be in place in order to protect the premises from unauthorised entry. No one over the age of 16 who has not been Disclosure and Barring Service checked must stay on the premises overnight.

Health

B.7 There must be a good general level of hygiene, decoration and cleanliness in all sleeping areas.

Food and drink

B.8 Suitable meals/feeds/drinks must be provided. Requirements must be discussed with parents in advance.

Working with parents

B.9 Parents must be shown and consulted with about all the arrangements that will be made and are in place for their child to be looked after overnight.

B.10 The registered person must request information from parents on the child's sleeping habits and any problems which may arise during the night, i.e. bedwetting; night terrors etc. and will seek to ensure a consistent and sensitive approach.

Documentation

B.11 No child must be received into the provision without emergency contact numbers being provided. If the parents are unavailable to be contacted, another named known person must be available to collect the child if necessary.

B.12 A contract, signed by the parent stating all relevant details regarding the child and their care, including the name of the emergency contact and confirmation of their agreement to collect the child during the night if necessary, must be obtained.

This document can be provided in other formats

Registration and Inspection Unit
Department of Health & Social Care
Ground Floor, St George's Court
Hill Street, Douglas
Isle of Man
IM1 1EF
Tel: (01624) 642422
Email: randi@gov.im

Review date: November 2019