Childminding

Minimum Standards

Registration & Inspection Unit

November 2016

With effect from 1 April 2017

Department of Health and Social Care

Rhyenn Slaynt as Kiarail y Theay
CONTENTS

Introduction 1
Definitions 2
Standard 1 - Suitable person 6
Standard 2 - Organisation 7
Standard 3 - Care, Learning and Play 8
Standard 4 - Physical Environment 9
Standard 5 - Safety 10
Standard 6 - Health 13
Standard 7 - Food and drink 15
Standard 8 - Equal opportunities 15
Standard 9 - Additional Needs (including special educational needs and disabilities) 16
Standard 10 - Behaviour 16
Standard 11 - Working in partnership with parents 17
Standard 12 - Safeguarding Children 18
Standard 13 – Documentation 19
Standard 14 - Overnight Care 21
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 a child early years serves to 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, forest schools, holiday schemes and other out of school provision, crèches and childminding.

Nurseries, forest schools, playgroups, crèches and the range of ‘out of school’ provision come under the heading of ‘Child Day Care Centres’ and there is a specific set of standards for these services. Childminding is a separate category of care service and these care providers have different statutory responsibilities and requirements. The childminding standards have been developed to reflect this difference. It is acknowledged that childminders may work with assistants and therefore where there is reference to staff, this means assistants.

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 secure and safe 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.

A childminder is a person registered to look after one or more children, to whom they are not related to, nor have parental responsibility for; at a private dwelling, for reward and for more than a total of 2 hours in the same day. It does not include a person who is employed to look after a child by a responsible person for the child or who is employed by 2 different employers when that occurs wholly or mainly in the private dwelling of the employer (e.g. nanny).

N.B. Registration of a childminder can be cancelled by DHSC if they are of the opinion that the service has not been carried on for a continuous period of 3 years or more Regulation of Care Act (ROCA 2013 section 88 (2 (l))).

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.
**Standards**
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 a particular 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 childminder 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**

**Childminder:** a person registered under the Regulation of Care Act 2013 to look after one or more children under the age of eight:

- at a private dwelling;
- for reward;
- for more than a total of 2 hours in the same day.

**Parent:** Any person with parental responsibility for a child.

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

**Risk assessments:** Are written documents and visual observations that form part of the childminder’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 home to keep children safe and follow agreed procedures where abuse is suspected or alleged.
Disclosure and Barring Service (DBS): A scheme that replaces Police checks and provides for people working in the Health and Social Care sector to be checked against the barred lists held either in the Isle of Man and/or 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.

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

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

1. The registered person in relation to a care service must notify DSC 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:**
All adults looking after children or having unsupervised access to them must be suitable to do so.

**Standard 2**
**Organisation:**
The childminder must meet the required adult:child ratios, ensure that training and qualifications requirements are met and organise space and resources to meet the children’s needs effectively.

**Standard 3**
**Care, Learning and Play:**
The childminder must meet the children’s individual needs and promote their holistic development.

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

**Standard 5**
**Safety:**
The childminder must take positive steps to promote safety within the setting and on outings and ensure proper precautions are taken to prevent accidents.

**Standard 6**
**Health:**
The childminder 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 7**
**Food and Drink:**
Children must be provided with regular drinks and food in adequate quantities for their needs.

**Standard 8**
**Equal opportunities:**
The childminder must actively promote equality of opportunity and anti-discriminatory practice for all children.

**Standard 9**
**Additional Needs (including special educational needs and disabilities):**
The childminder 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 10
Behaviour:
Childminders and their staff must be able to manage a wide range of children’s behaviour.

Standard 11
Working in partnership with parents
The childminder must work in partnership with parents to meet the needs of the children.

Standard 12
Safeguarding Children:
The protection of the child must be the childminder’s first priority.

Standard 13
Documentation:
Robust records, policies and procedures which are required for the efficient and safe management of the provision must in place be maintained.

Standard 14
Overnight Care
The Childminder must provide a suitable standard of care, taking into account the individual needs of children who are cared for overnight.
Standard 1 - Suitable person

Outcome:
All adults looking after children or having unsupervised access to them must be suitable to do so.

Supporting criteria

1.1 The childminder must continue to comply with the mandatory conditions and any imposed conditions of registration.

1.2 A childminder and any other person they employ to assist must be a minimum age of 18 years.

1.3 Childminder assistants must not work on their own/unsupervised.

1.4 Where the assistant does not live on the childminding premises the Planning Department must be informed in regard to the additional parking required. The assistant must not start employment until any required permission is granted.

1.5 The childminder, any assistants or any other persons having contact with minded children at the childminding premises, including all persons over the age of 16 years living on these premises are subjected to a Disclosure and Barring Service (DBS) check at a level appropriate to their contact with children. In addition, a Social Services check must be sought.

1.6 The registered person, their staff and volunteers/students; or any person living on the childminding premises must not have been convicted of an offence or been the subject of an order which disqualifies them from registration either under Part three, Subdivision 2 (disqualification from registration) 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 or circumstance 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.

1.7 The childminder must not commence the employment of staff or volunteers and must not take on any student in placement who has 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 must never be left alone with children.

1.8 Where possible, the childminder and any staff requiring an enhanced level of check to the update service offered by the DBS at the time of their initial application. If this option is not taken up then the individual must have a renewed check at an interval of not more than 3 years.

1.9 It is the responsibility of the childminder to 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.

- DBS;
- 2 references;
1 Medical opinion.
Social Service suitability check (and out of area check – if applicable) to be carried out by the Registration and Inspection Unit.

1.10 The childminder must operate the service on a secure financial footing and will have available for inspection, when requested, financial information that supports the continued financial viability of the service.

1.11 The childminder and assistants must complete the Childminders’ Induction talks, as specified by the department. Safeguarding and first aid training must be completed prior to registration and all remaining subject areas must be completed within 12 months of registration.

Standard 2 - Organisation

**Outcome:**
The childminder must meet the required adult: child ratios, ensure that training and qualifications requirements are met and organise space and resources to meet the children’s needs effectively.

**Supporting criteria**

2.1 The maximum number of children between 0 years and 7 years the childminder may look after, when working alone, is six; this is dependent upon the required space standards being met. In addition a childminder must have regard to the numbers allowed within the following age bands:

- no more than 2 children under the age of 1 year;
- no more than 3 children, in total, under the age of 5 years.

The numbers within the age bands above can be exceeded to take account of exceptional circumstances; such as to provide for siblings, or other continuity of care issues that are considered to be in the best interests of the child. Each circumstance will be considered on its individual merit and the ability of the childminder to provide evidence to support their request. The maximum number of six children cannot be exceeded at any time.

**NB:** These ratios may be decreased as well as increased if a childminder’s circumstances warrant such a change.

Childminders cannot exceed six children aged 0-16 on the premises at any one time. This includes minded children, childminder’s own children and any other children who may visit the home.

2.2 Any care provided for children aged 8–16 must not adversely affect the care provided for children under 8 years old.

2.3 Children aged four who attend ten early education (school) sessions a week may be classed as children aged five years for the purpose of 2.1 above.
2.4 The numbers/ages of children being minded include the childminders’ own children and/or any other children on the premises for whom the childminder has responsibility (this includes any child fostered).

2.5 Childminders may work in partnership with one other childminder on the same premises. In these circumstances numbers and age ranges can be above the levels in 2.1, taking account of the space requirements and any planning restrictions. This arrangement will be reflected on the certificate of registration.

2.6 Where childminders visit other childminding premises to socialise, each childminder is responsible for their own children only and the space must be adequate for the numbers of children being cared for at any one time. Parents’ written permission must be obtained for such outings.

2.7 The childminder must take steps to ensure both themselves and any staff keep up to date with current childcare practice, are aware of developments in child care and proactively improve their knowledge and skill.

2.8 Students on training placements must not be included in the adult: child ratio.

**Standard 3 - Care, Learning and Play**

**Outcome:**
The childminder must meet the children’s individual needs and promote their holistic development.

**Supporting criteria**

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

3.2 The childminder must select resources and provide activities, play opportunities and first-hand experiences which allow children to build on their natural curiosity as learners, develop their language and mathematical thinking, use their imagination and develop social relationships.

3.3 The childminder must provide varied sensory opportunities and experiences.

3.4 The childminder and staff must listen to and value what children say; they talk with them about what they are doing and have high expectations of what they can achieve.

3.5 The childminder and 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 childminder must organise resources so that they are readily accessible to children and deploy staff to support children’s play and learning.

3.7 The childminder must give children opportunities to be active, indoors and out, as well as time to relax.
3.8 The childminder 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.

**Standard 4 - Physical Environment**

<table>
<thead>
<tr>
<th><strong>Outcome:</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>The premises must be safe, secure and suitable for their purpose.</td>
</tr>
</tbody>
</table>

**Supporting criteria**

4.1 The premises are made welcoming and friendly to children and parents.

4.2 All exit doors must be secured against unsupervised exit by children but easily accessible in the case of an emergency.

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

4.4 There is dedicated space, which has been approved for use by children, during the hours of operation.

4.5 The childminder must ensure that local planning requirements are met.

4.6 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.

4.7 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:

<table>
<thead>
<tr>
<th>Age</th>
<th>Square Metres</th>
</tr>
</thead>
<tbody>
<tr>
<td>Under 2 years</td>
<td>3.7</td>
</tr>
<tr>
<td>2–7 years</td>
<td>2.3</td>
</tr>
</tbody>
</table>

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

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

4.11 Where there are separate facilities for children to sleep, there must be appropriate supervision arrangements within the sleeping area i.e. Monitors. Where the sleeping area is above ground floor level the fire officer will provide appropriate advice and guidance and the childminder cannot utilise this area for minded children without permission from the Departments Registration & Inspection Unit.
4.12 Where outdoor play space adjoining the premises is provided. It must be safe, secure and well maintained (see Standard 5). Where outdoor play space is not provided at the premises children are safely escorted to local parks, playgrounds or the equivalent on a regular basis.

4.13 There must be suitable washing and toilet facilities/changing areas for the age ranges being looked after. The childminder must maintain privacy/dignity during all intimate care routines.

4.14 There must be secure storage for confidential information and records required to be kept.

**Kitchen**

4.15 Food/Snack preparation and storage areas must conform to environmental health and food safety regulations.

4.16 Children must not have unsupervised access to the kitchen.

**Laundry facilities**

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

**Standard 5 - Safety**

**Outcome:**
The childminder must take positive steps to promote safety within the setting and on outings and ensure proper precautions are taken to prevent accidents.

**Supporting criteria**

5.1 The childminder 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 must be trained to have an understanding of health and safety requirements for the environment in which they work.

5.2 The childminder must conduct a written risk assessment of the premises and this is reviewed if there is a significant change or if the childminder believes that it is no longer valid. A written action plan with timescales identifies action to be taken to minimise identified risks.

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

5.4 Children must not be exposed to water temperatures above 43°C.

5.5 The surface temperature of radiators and pipes which are accessible to children must not exceed 43°C.
5.6 Children must not have access to sharp hazardous items or hazardous substances and where assistants are employed information on (COSHH) and (RIDDOR) must be displayed.

5.7 Stairs must be made safe or inaccessible, according to the age and development of children being looked after.

5.8 The childminder must ensure that there is sufficient equipment available for the needs and ages of children attending e.g. high chairs, buggies, safety gates, car seats, travel cots etc. Where parents are required to supply any of their own equipment this must be stated in the Statement of Purpose.

5.9 Furniture, toys and equipment on the premises must be age appropriate and in good repair and conform to BS EN safety standards or the Toys (Safety) Regulations (2001) where applicable. Where public playgrounds are used, the registered person must ensure that the children do not use faulty equipment.

Gas/electricity/security

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

5.11 Portable appliance testing (PAT) must be undertaken a minimum of every 2 years on equipment used during the hours of childminding. This is for all equipment that can be unplugged and moved and includes fridges. PAT testing must be carried out by a competently trained and certificated person.

5.12 All electrical sockets must meet the British Standard 1363 and be maintained in good working order.

5.13 Children must be supervised at all times. In the event of a child leaving the premises without the knowledge of the childminder or not collected, there must be a clearly defined procedure to be followed.

5.14 People who are not part of the childminding service, or who do not live on the premises, must not be allowed free access into the premises whilst childminding is being carried out.

Outside area

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

5.16 Where children have access to the garden area the childminder must ensure that hazardous plants are made inaccessible to children.

5.17 Gardens/perimeter gates must be secure to prevent children from leaving the area unsupervised.
5.18 Glass within greenhouses or cold frames must be safety glass or covered in protective safety film.

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

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

**Fire safety**

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

5.22 Fire exits must not be obstructed, and are easily opened from the inside. Keys to locked doors and windows are placed out of reach of children but are easily accessible to the childminder.

5.23 Fire blankets, extinguishers, smoke alarms/detectors which conform to BS EN safety standards must be provided as necessary, checked to the frequency specified by the manufacturer and kept in working order and a written record kept.

5.24 The childminder devises a written emergency escape plan and practices this with children in a manner that is appropriate to their age and understanding. The practices must be recorded.

5.25 Carbon monoxide detectors must be in place and maintained regularly (where applicable).

**Outings and transport**

5.26 The childminder must ensure that children are supervised appropriately when out walking, attending parks and other activities and that any associated risks are considered and managed appropriately. Parents must agree in writing the method of control used whilst walking e.g. hand holding, wrist straps etc.

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

5.28 The childminder must have a valid driving licence.

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

5.30 Children must not be left unattended in a vehicle.

5.31 A first aid kit must be taken on all outings.
Standard 6 - Health

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

Supporting criteria

Hygiene

6.1 The childminding premises and equipment must be clean.
6.2 Toys and play resources must be cleaned regularly.
6.3 Children must be encouraged to learn about personal hygiene through the daily routines.

Animals

6.4 The childminder 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 must be made aware of all animals kept on the premises and have signed their acknowledgement of this.

Sandpits

6.5 Sandpits must be protected from contamination and the sand must be clean.

Medicines

6.6 The registered person must have a clear policy, which is discussed with parents, about medicine administration.

If medicine is to be given the policy must include the following:

- medicines must be 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 on dosage and frequency must be fully recorded;
- the parent must give prior written permission to administer any medication;
- written records must be kept of all medicines administered to children, and parents must sign the record book to acknowledge the entry;
- if the administration of prescription medicines requires technical/medical knowledge then individual training must be provided to the childminder from a
qualified health professional. Training must be specific to the individual child concerned;

- where a child attending has a specific medical condition that requires the administration of medication, the childminder must ensure they have a sound understanding of the condition and the medicine they are required to administer;

- childminders must only administer children’s own supply of medicines, including over the counter medicines such as Calpol. The initial dose of any medicine must be administered by the child’s parent in case of a reaction to the medicine. Parents must sign to confirm this has been done.

6.7 There must be a first aid box, the contents of which must be 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:

- hypo-allergenic plasters or micropore tape and melolin;
- sterile eye pads with attachments;
- individual wrapped sterile wound dressings;
- safety pins;
- crepe bandages;
- triangular bandages;
- scissors;
- saline solutions;
- diluted antiseptic solutions/ antiseptic wipes;
- blue plasters (adult use);
- disposable gloves;
- fever thermometer.

6.8 The childminder must maintain an appropriate first aid qualification, which is renewed as a minimum of every 3 years, and keep the certificate.

**Smoking**

6.9 The childminder must not smoke during the hours childminding is carried out.

6.10 All persons living/attending the household must not smoke in the presence of children.
Standard 7 - Food and drink

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

**Supporting criteria**

7.1 Childminders must register with the Department of Environment, Food and Agriculture (DEFA) as a food business irrespective of whether or not they cook meals on the premises.

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

7.3 Where a childminder prepares a cooked meal, or heats a pre-prepared meal brought by the parent food hygiene training must be attended and food hygiene regulations must be complied with. All food prepared by a childminder must be nutritious and meet the individual child’s dietary and cultural needs. Parents must sign a disclaimer in regards to asking a childminder to re-heat food they supply.

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

7.5 If parents provide packed lunches, the childminder must provide the parents with information and guidance regarding safe storage.

7.6 The childminder must be aware of and comply with, regulations relating to food safety and hygiene. There must be fridge thermometers in place and temperatures must be recorded daily.

Standard 8 - Equal opportunities

**Outcome:**
The childminder must actively promote equality of opportunity and anti-discriminatory practice for all children.

**Supporting criteria**

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

8.2 The childminder liaises with parents to ensure that all children’s records contain information which enables appropriate care to be given.
Standard 9 - Additional Needs (including special educational needs and disabilities)

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

**Supporting criteria**


9.2 The childminding arrangements must be designed to meet the needs of individual children who attend.

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

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

9.5 The childminder must consult with parents about the need for any additional services and equipment for the children in their care and with parental permission, liaise with other professionals.

9.6 The childminder must ensure the privacy of children when intimate care is being provided.

9.7 Where children with additional needs are looked after, the numbers of children able to be looked after may be reduced or additional staffing may be required.

Standard 10 - Behaviour

**Outcome:**
Childminders and their staff must be able to manage a wide range of children’s behaviour.

**Supporting criteria**

10.1 The childminder and staff must help children to learn about what is right and wrong.

10.2 The childminder must create an environment that encourages good behaviour. The childminder’s handling of behaviour must be consistent and developmentally appropriate, respecting individual children’s level of understanding and maturity.

10.3 Physical punishments, or the threat of them, must not be used.
10.4 The childminder 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 informed of the incident on the day.

10.5 The childminder must have the knowledge and skills to understand reasons for certain behaviours and be able to discuss this with the parent in order to agree a suitable behaviour management plan.

Standard 11 - Working in partnership with parents

Outcome:
The childminder must work in partnership with parents to meet the needs of the children.

Supporting criteria

11.1 Information must be given to parents which includes:

- the statement of purpose as required by the Regulation of Care Regulations 2013 that includes the information specified in Schedule 3 of the (Registration) Regulations;

- the role of parents, in ensuring the placement with the childminder is a positive experience;

- details of policies and procedures which are available to parents;

- a written complaints procedure which includes the address and telephone number of the Registration & Inspection Unit;

- information about activities provided for children;

- information regarding the childminder’s responsibility under the Isle of Man Safeguarding Children Procedures.

11.2 Assistants working with the childminder must be given full information and guidance on their roles and responsibilities, including their interface with parents.

11.3 The childminder must encourage the building of positive relationships with children and their parents to facilitate a good understanding of individual needs and home circumstances.

11.4 There must be a system in place for the regular exchange of information between parents and the childminder. Parents are able to share information and their views and concerns are respected and acknowledged. Appropriate and prompt action must be taken on any concerns raised and a record of all complaints kept.

11.5 The childminder must be aware of the need to maintain privacy and confidentiality.
11.6 Parents must have access to all written records about their children and the service must regularly liaise with parents to ensure that records contain up to date information about their child, including signed consent forms.

11.7 Regular information must be provided for parents about activities carried out with the children, for example, daily logs, texts, emails, photographs and examples of children’s work.

11.8 If a child is identified as a child in need the childminder, usually with parents’ permission, must give appropriate information to referring agencies.

11.9 Written contracts between the childminder and the parent must be in place that clearly outlines the expectations of both parties. These must be reviewed/updated regularly.

**Standard 12 - Safeguarding Children**

**Outcome:**
The protection of the child must be the childminder’s first priority.

**Supporting criteria**

12.1 The childminder must have an awareness of and working understanding of the Isle of Man Safeguarding Children Board procedures and can access up to date information. [http://www.isleofmanscb.im/](http://www.isleofmanscb.im/).

12.2 The childminder must have attended safeguarding training prior to registration and attend refresher training, as a minimum, every 3 years. The online option can be taken up once the full safeguarding course has been attended.

12.3 Any childminding assistants must attend the safeguarding training prior to commencing employment.

12.4 The childminder must understand the process for liaising with the Safeguarding Children Board and with the Registration & Inspection Unit in any child safeguarding situation.

12.5 The childminder must be aware of possible signs and symptoms of children at risk; and be 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.

12.6 The childminder must refrain from any personal use of social media, texts or emails which are not connected to the childminding business during minding times.

12.7 Professional boundaries must be maintained in order to avoid the childminder developing ‘special relationships’ with any individual child and/or their families.
12.8 Children must only be released from the care of the childminder to persons authorised to collect the child.

**Standard 13 – Documentation**

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

**Supporting criteria**

13.1 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;
- dietary requirements and preferences;
- first language/additional language;
- any cultural needs;
- any social/emotional and/or behavioural needs;
- permission to seek emergency medical treatment or advice.

13.2 Records must be kept of all matters affecting children attending the childminding premises, including:

- any accidents and/or incidents;
- any exclusions as a result of an infectious disease;
- any medication being administered;
- any child safeguarding concern;
- any concerns or complaints raised, including the action taken;
- any person living or likely to be living on the premises where childminding is carried out;
- changes in behaviour patterns, demeanour etc;
- all parental permissions;
- babies’ bottle feeds.

13.3 An accurate system of recording each child’s attendance at the childminding premises must be maintained. The recorded information must show the child’s date of birth and make clear that the childminder is meeting the conditions of registration in regard to numbers and ages of children.
13.4 Records relating to individual children must be shared with the child’s parent/s and regular reviews of information are carried out with parents and records to be amended accordingly. Review dates must be recorded.

13.5 Records relating to individual children must be retained for 10 years after the children have left the service.

13.6 All records relating to safeguarding concerns and actions must be transferred to the Department of Health and Social Care Initial Response Team when the child leaves the childminding service.

13.7 In relation to the processing of information whether in hard copy, on computer and/or other electronic methods, the requirements of the Data Protection Act 2002 must be met.

13.8 The Department’s Registration & Inspection Unit must be informed at the earliest opportunity of those matters required to be notified under Regulations 10 & 12 of the Regulation of Care(Care Services) Regulations 2013.

- Requirement to Notify DHSC of death, illness and other events;
- Notification of Change of Purpose (age ranges and additional needs etc).

13.9 The Department’s Registration & Inspection Unit must be notified of any changes to people living on the premises where childminding is carried out and of any changes to the premises i.e. room changes, extensions etc.

13.10 Accessible individual records must be kept on the premises containing the name and address of any assistant or volunteers and which retain information about recruitment, training and experience.

13.11 The childminder must carry 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, including circumstances where an allegation is made against the childminder.

13.12 Where the childminder uses their car for transporting children the car insurance must cover this activity.

13.13 The childminder must develop and keep under review a statement of purpose which must be available to parents. The statement of purpose must meet the requirements of Schedule 3 of the Regulation of Care (Registration) Regulations 2013.

13.14 The childminder must set up and keep under regular review policies and procedures required for the operation of the service. These must be consistent with any current legislation, be available to parents and must include:
• Confidentiality.
• Behaviour Management.
• Bullying.
• Care, Learning and Play Policy.
• 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.
• Additional Needs.
• Equal Opportunities.
• Safeguarding Children must include a written statement, based on the Isle of Man's Safeguarding Children Board Procedures which makes reference to:

  - the childminder’s commitment to the safeguarding of children;
  - the childminder’s 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 social services;
  - procedures to be followed by the childminder in the event of a safeguarding concern.

• Health & Safety.
• Fire Safety.
• Outings.
• Medicine Administration.
• Parents Access to Records.
• Intimate & Personal Care.
• Hazardous Substances and Plants.
• No Smoking.
• The use of Social Media & Portable Electronic Equipment, including Mobile Phones.
• Taking Photographs of Children and Their Usage.
• The Intimate Care of Children.
• Access to the Childminding Premises, during childminding hours, by adults who have not been subjected to the vetting process.
• Records policy (including retention/disposal).

**Standard 14 - Overnight Care**

**Outcome:**
The Childminder must provide a suitable standard of care, taking into account the individual needs of children who are cared for overnight.

**Organisation**

14.1 The adult : child ratios for the childminding registration held must be maintained overnight.
14.2 Children must be within hearing of the childminder (which may be via a listening device) who must also have easy access to them throughout the night.

Physical environment

14.3 Children staying overnight must each have a suitable bed or cot and clean bedding; and there must be adequate heating in the premises. Minded children must not share a bedroom with children of the family or other minded children unless they are related and written parent permission is obtained.

14.4 Children must have access to adequate toilet and washing facilities. The privacy of children must be respected during bath time and when undressing. Only the childminder must have access to the child during bath-time and other intimate care routines.

Safety

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

14.6 Sleeping areas to be used by children must be inspected by the Fire Safety Officer and all recommendations on fire safety and arrangements for safe emergency evacuation must be met before any child is looked after overnight.

14.7 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 DBS checked can stay on the premises overnight.

Health

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

Food and drink

14.9 Suitable meals/feeds/drinks must be provided. Requirements are discussed with parents in advance.

Working with parents

14.10 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.

14.11 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, nightmares etc. and seeks to ensure a consistent and sensitive approach.
**Documentation**

14.12 No child is received for overnight care without emergency contact numbers being provided. If the parents are unavailable to be contacted, another named person must be available to collect the child if necessary.

14.13 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.