



Isle of Man
Government

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Childminding

Minimum Standards

Registration & Inspection Unit

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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's early years serves to raise educational standards and opportunities; and enhance children's social development.

Day care for children under eight years of age has been subject to regulation since the inception of the Children and Young Persons Act 2001 (CYPA), and minimum standards have been in place for over 10 years. The Regulation of Care Act 2013 has now replaced those sections of the CYPA and brought in additional responsibilities and duties. It is therefore considered necessary to review and update the standards for services providing day care to children under the age of eight years; these services include nurseries, play groups, holiday schemes and other out of school provision, crèches and childminding. Nurseries, 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)

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 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.

Applying the supporting criteria

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.

Overview of Standards

Standard 1

Suitable person:

All adults looking after children or having unsupervised access to them are suitable to do so.

Standard 2

Organisation:

The childminder meets required adult: child ratios, ensures that training and qualifications requirements are met and organises space and resources to meet the children's needs effectively.

Standard 3

Care, Learning and Play:

The childminder meets children's individual needs and promotes their welfare. They plan and provide activities and play opportunities to develop children's emotional, physical, social and intellectual capabilities.

Standard 4

Physical Environment:

The premises are safe, secure and suitable for their purpose. They provide adequate space in an appropriate location, are welcoming to children and offer access to the necessary facilities for a range of activities which promote their development.

Standard 5

Equipment:

Furniture, equipment and toys are provided which are appropriate for their purpose and help to create an accessible and stimulating environment. They are of suitable design and condition, well maintained and conform to safety standards.

Standard 6

Safety:

The childminder takes positive steps to promote safety within the setting and on outings and ensures proper precautions are taken to prevent accidents.

Standard 7

Health:

The childminder promotes the good health of children and takes positive steps to prevent the spread of infection and appropriate measures when they are ill.

Standard 8

Food and Drink:

Children are provided with regular drinks and food in adequate quantities for their needs. Food and drink is properly prepared, nutritious and complies with dietary and religious requirements.

Standard 9

Equal opportunities:

The childminder actively promotes equality of opportunity and anti-discriminatory practice for all children.

Standard 10

Special needs (including special educational needs and disabilities):

The childminder is aware that some children may have special needs and is proactive in ensuring that appropriate action can be taken when such a child is identified or admitted to the provision. Steps are taken to promote the welfare and development of the child within the setting in partnership with the parents and other relevant parties.

Standard 11

Behaviour:

Childminders and their staff are able to manage a wide range of children's behaviour in a way which promotes the individual child's welfare and development.

Standard 12

Working in partnership with parents and carers:

The childminder works in partnership with parents to meet the needs of the children, both individually and as a group. Information is shared.

Standard 13

Safeguarding:

The childminder complies with the safeguarding procedures approved by the Isle of Man Protecting Children's Board and ensures that all adults working and looking after children in the provision are able to put the procedures into practice.

Standard 14

Documentation:

Records, policies and procedures which are required for the efficient and safe management of the provision, and to promote the welfare, care and learning of children are maintained. Records about individual children are shared with the child's parent.

Annex A

Babies/children under 2:

These are additional criteria to be met by a childminder caring for babies.

Annex B

Overnight care:

These are additional criteria to be met by a childminder registered to provide care for children overnight.

Annex C

Glossary

Standard 1 - Suitable person

Outcome:

All adults looking after children or having unsupervised access to them are suitable to do so. Training and qualification requirements are met.

Supporting criteria

- 1.1 The childminder continues to comply with the mandatory conditions and any imposed conditions of registration.
- 1.2 A childminder and any other person they employ to assist them will be a minimum age of 18 years.
- 1.3 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 will be sought.
- 1.4 The registered person, their staff and volunteers/students; or any person living on the childminding premises have not 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.
- 1.5 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 are never left alone with children.

- 1.6 Where possible, the childminder and any staff requiring an enhanced level of check will sign up to the portability service offered by the DBS at the time of their initial application. If this option is not taken up then the individual will have a renewed check at an interval of not more than 3 years.
- 1.7 It is the responsibility of the childminder to carry out enquiries to establish the qualifications, experience and overall suitability of the staff they employ. This to include DBS and social service checks. Robust recruitment and selection processes and procedures must be in place which meets the requirements of employment legislation.
- 1.8 The childminder will 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.
- 1.9 The childminder completes the childminders' preparation courses, as specified by the department. Safeguarding and first aid to be completed prior to registration and all remaining subject areas to be completed within 12 months of registration.

Standard 2 - Organisation

<p>Outcome: The childminder meets required adult: child ratios, ensures that training and qualifications requirements are met and organises space and resources to meet the children's needs effectively.</p>
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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 will have regard to the numbers allowed within the following age bands:

- no more than 1 child 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.**

- 2.2 Any care provided for children aged 8–14 is not allowed to 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 other childminders 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 takes 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. First Aid Certificates are renewed as required and refresher training on safeguarding is accessed every 3 years.
- 2.8 The childminder develops and keeps under review a statement of purpose which is available to parents. The statement of purpose must meet the requirements of Schedule 3 of the Regulation of Care (Registration) Regulations 2013.
- 2.9 Where there are separate facilities for children to sleep, there must be appropriate supervision arrangements within the sleeping area. 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.
- 2.10 Where children with special needs are looked after the number of children able to be looked after may be reduced or additional staffing may be required. This criterion will be considered in conjunction with Standard 10.
- 2.11 There is a system for registering children's attendance on a daily basis which shows the child's date of birth and makes clear that the childminder is meeting the conditions of registration in regard to numbers and ages of children.
- 2.12 Accessible individual records are kept on the premises containing the name and address of any assistant or volunteers and which retain information about recruitment, training and experience.

Standard 3 - Care, Learning and Play

Outcome:

The childminder meets children's individual needs and promotes their welfare. They plan and provide activities and play opportunities to develop children's emotional, physical, social and intellectual capabilities.

Supporting criteria

- 3.1 The childminder and staff encourage children to be confident, independent and develop their self-esteem.
- 3.2 The childminder selects resources and provides 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 and staff help children to learn about what is right and wrong.
- 3.4 The childminder encourages the building of positive relationships with children and their parents to facilitate a good understanding of individual needs and home circumstances.
- 3.5 The childminder and staff 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.
- 3.6 The childminder and staff observe and record what children do and use their observations to plan the next steps for the children's play, learning and development.
- 3.7 The childminder organises resources so that they are readily accessible to children and deploy staff to support children's play and learning.
- 3.8 The childminder gives children opportunities to be active, indoors and out, as well as time to relax.

Standard 4 - Physical Environment

Outcome:

The premises are safe, secure and suitable for their purpose. They provide adequate space in an appropriate location, are welcoming to children and offer access to the necessary facilities for a range of activities which promote their development.

Supporting criteria

- 4.1 The premises are made welcoming and friendly to children and parents.
- 4.2 The premises are clean, well lit, usually with adequate natural lighting, adequately ventilated and maintained in a suitable state of repair and decoration.
- 4.3 There is dedicated space, which has been approved for use by children, during the hours of operation.
- 4.4 The childminder ensures that local planning requirements are met.
- 4.5 Where premises are rented, written approval is to 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 There is access to a telephone on the premises.
- 4.7 Rooms are maintained at a minimum of 18°C. Where children are less active the temperature of the environment must be regulated accordingly.

4.8 The following space standards represent minimum space per child:

Age	Square Metres
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Under 2 years	3.7
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2–7 years	2.3
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4.9 Provision is 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.

4.10 There must be sufficient equipment available for the needs of children, including child size chairs and tables, high chairs, potties etc.

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

4.12 There are suitable washing and toilet facilities/changing areas for the age ranges being looked after.

4.13 There is secure storage for confidential information and records required to be kept.

Kitchen

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

4.15 Children do not have access to the kitchen unless it is being used for eating or for a supervised children's activity.

Laundry facilities

4.16 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 toys are provided which are appropriate for their purpose and help to create an accessible and stimulating environment. They are of suitable design and condition, well maintained and conform to safety standards.

Supporting criteria

5.1 The childminder ensures 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 are appropriate for the ages and individual developmental needs of the children.

- 5.2 Furniture, toys and equipment on the premises are 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 ensures that the children do not use faulty equipment.
- 5.3 There are sufficient numbers of child sized chairs and tables to allow flexible arrangements for children to play and eat together.
- 5.4 The childminder will 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 will be stated in the Statement of Purpose.

Standard 6 - Safety

Outcome:

The registered person takes 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 childminder takes 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 childminder conducts a 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. An action plan with timescales identifies action to be taken to minimise identified risks.
- 6.3 All low level glass is to conform to British/European safety standards or be covered with protective film.
- 6.4 Children are not exposed to water temperatures above 43°C.
- 6.5 The surface temperature of radiators and pipes which are accessible to children do not exceed 43°C.
- 6.6 Children do not have access to sharp hazardous items or hazardous substances and where assistants are employed 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.
- 6.8 There are adequate arrangements made for the control of pets so that children are not at risk of injury.

Gas/electricity/security

- 6.9 Gas, electrical and other appliances and fittings conform to safety requirements and do not pose a hazard to children.
- 6.10 Annual portable appliance testing (PAT) is undertaken 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 competent person.
- 6.11 Electrical sockets in areas that are accessible to children must either be in use or fitted with socket covers.
- 6.12 Children are supervised at all times. In the event of a child leaving the premises without the knowledge of the childminder or not collected there is a clearly defined procedure to be followed.
- 6.13 People who are not part of the childminding service, or who do not live on the premises, are not allowed free access into the premises whilst childminding is being carried out.

Outside area

- 6.14 Ponds, drains, pools or any natural water are made safe or inaccessible to children. Outdoor water activities are closely supervised at all times.
- 6.15 Where children have access to the garden area the childminder ensures that hazardous plants are made inaccessible to children.
- 6.16 Gardens/perimeter gates must be secure to prevent children from leaving the area unsupervised.
- 6.17 Glass within greenhouses or cold frames must be safety glass or covered in protective safety film.
- 6.18 Greenhouse, garages and sheds used for the storage of hazardous items must be inaccessible to children.
- 6.19 Large pieces of outdoor equipment where the fall height is 600mm or greater must be positioned on impact absorbing surfaces.

Fire safety

- 6.20 The childminder undertakes a fire risk assessment and where applicable complies with any recommendations made by the Fire Safety Officer.
- 6.21 Fire exits are not 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.
- 6.22 Fire blankets, extinguishers, smoke alarms/detectors which conform to BS EN safety standards are provided as necessary, checked to the frequency specified by the manufacturer and kept in working order.

6.23 The child minder devises a written emergency escape plan and practices this with children in a manner that is appropriate to their age and understanding.

Outings and transport

6.24 The childminder ensures that children are supervised appropriately when out walking, attending parks and other activities and that any associated risks are considered and managed appropriately.

6.25 Written permissions for outings and transport in vehicles are kept on the child's individual record.

6.26 The childminder has a valid driving licence.

6.27 Appropriate car seats and/or seat belts are used when transporting children in a vehicle.

6.28 Children must not be left unattended in a vehicle.

6.29 A first aid kit is to be taken on all outings.

Insurance

6.30 The childminder carries public liability insurance for the provision. The insurance should cover any circumstance of a child/children suffering harm whilst being looked after at the service.

6.31 Where the childminder uses her car for transporting children the car insurance should cover this activity.

Standard 7 - Health

Outcome:

The Childminder promotes the good health of children and takes positive steps to prevent the spread of infection and takes appropriate measures when they are ill.

Supporting criteria

Hygiene

7.1 The childminding premises and equipment are clean.

7.3 Children are encouraged to learn about personal hygiene through the daily routine.

Animals

- 7.4 The childminder ensures that any animals on the premises are safe to be in the proximity of children and do not pose a health risk. Parents are made aware of all animals kept on the premises and have signed their acknowledgement of this.

Sandpits

- 7.5 Sandpits are protected from contamination and the sand is clean.

Food handling

- 7.6 The childminder is aware of and complies with, regulations relating to food safety and hygiene. There are fridge thermometers in place and temperatures are recorded daily. Parents are made aware of the safe storage of packed lunches.

Medicine

- 7.7 The registered person has a clear policy, which is discussed with parents, about medicine administration.

If medicine is to be given it includes 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 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 to the childminder from a qualified health professional. Training is specific to the individual child concerned
- where a child attending has a specific medical condition that requires the administration of medication the childminder has a sound understanding of the condition and the medicine they are required to administer

First aid

- 7.8 There is a first aid box, the contents of which are checked frequently for the re-stock of used items/out of date sterile items. This is 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 micropore tape and melolin
- sterile eye pads with attachments
- cotton wool
- lint dressings of assorted sizes
- individual wrapped sterile wound dressings
- safety pins
- crepe bandages

- triangular bandages
- scissors
- saline solutions;
- diluted antiseptic solutions/ antiseptic wipes
- blue plasters
- disposable gloves
- fever thermometer

7.9 The childminder maintains an appropriate first aid qualification and keeps the certificate on display.

7.10 Written parental permission is requested, at the time of the child's placement, to the seeking of any necessary emergency medical advice or treatment whilst the child is in the care of the childminder.

7.11 A record is maintained, signed by the parent, of any accidents.

Sick children

7.12 There is a policy, which meets the guidance issued by the Public Health Department, Isle of Man, about the exclusion of children who are ill or infectious which is discussed with parents. This includes a procedure for contacting parents or another adult designated by the parent if a child becomes ill whilst being minded.

7.13 The childminder will keep a record of any exclusions of children due to illness.

Smoking

7.13 The childminder does not smoke during the hours childminding is carried out.

7.14 All persons living/attending the household do not smoke in the presence of children.

Standard 8 - Food and drink

Outcome:

Children are provided with regular drinks and food in adequate quantities for their needs. Food and drink is properly prepared, nutritious and complies with dietary and religious requirements.

Supporting criteria

8.1 Fresh drinking water is available to children at all times.

8.2 Snacks and fresh fruit are made available throughout the day. Where a parent requests that snacks are not given to their child, this must be recorded on the child's file.

8.3 Where a childminder prepares a cooked meal, or heats a pre-prepared meal brought by the parent 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.

- 8.4 The childminder requests information from parents about any special dietary requirements, preferences or food allergies the child may have. Where these exist, the registered person makes a record and takes heed of the information provided.
- 8.5 If parents provide packed lunches, the childminder should provide the parents with guidance regarding safe storage.

Standard 9 - Equal opportunities

Outcome:

The childminder actively promotes equality of opportunity and anti-discriminatory practice for all children.

Supporting criteria

- 9.1 The childminder has, and periodically reviews, an equal opportunities policy which is consistent with current legislation and guidance. The policy is available to parents.
- 9.2 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.
- 9.3 The childminder liaises with parents to ensure that all children's records contain information which enables appropriate care to be given.

Standard 10 - Special needs (including special educational needs and disabilities)

Outcome:

Where children with special needs are looked after the childminder takes steps to promote the welfare and development of the child in partnership with the parents and other relevant parties.

Supporting criteria

- 10.1 The childminder has regard to any Codes of Practice for the Identification and Assessment of Special Educational Needs.
- 10.2 The childminder has a written statement about special needs which is consistent with current legislation and guidance and includes both special educational needs and disabilities. It is available to parents.
- 10.3 The childminding arrangements are designed to meet the needs of individual children who attend and who have special needs.
- 10.4 The physical environment is, as far as is reasonable, suitable for children with disabilities.

- 10.5 Children with special needs have access, alongside their peers, to the facilities, activities and play opportunities provided whenever reasonable, in order to promote their welfare and development.
- 10.6 The childminder consults with parents about the need for any special services and equipment for the children in their care.
- 10.7 The childminder ensures the privacy of children with special needs when intimate care is being provided.

Standard 11 - Behaviour

Outcome:

Adults caring for children in the provision are able to manage a wide range of children's behaviour in a way which promotes their welfare and development.

Supporting criteria

- 11.1 The childminder has a written statement on behaviour management, including bullying, which states the methods used to manage children's behaviour. This is fully discussed with parents and children.
- 11.2 The childminder creates an environment that encourages good behaviour.
- 11.3 The childminder's handling of behaviour is consistent and developmentally appropriate, respecting individual children's level of understanding and maturity.
- 11.4 Physical punishments, or the threat of them, are not used.
- 11.5 The childminder does 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 is recorded and the parent informed of the incident on the day.
- 11.6 The childminder has the knowledge and skills to understand reasons for certain behaviours and is able to discuss this with the parent and agree a suitable behaviour management plan.

Standard 12 - Working in partnership with parents and carers

Outcome:

The childminder works in partnership with parents to meet the needs of the children, both individually and as a group. Information is shared.

Supporting criteria

- 12.1 Information is 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 childminders responsibility under the Isle of Man Safeguarding Children Procedures
- 12.2 Assistants working with the childminder are given full information and guidance on their roles and responsibilities, including their interface with parents.
- 12.3 There is 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 is taken on any concerns raised and a record of all complaints is maintained.
- 12.4 The childminder is aware of the need to maintain privacy and confidentiality.
- 12.5 Parents have access to all written records about their children and the service regularly liaises with parents to ensure that records contain up to date information about their child, including signed consent forms.
- 12.6 Regular information is provided for parents about activities provided for the children, for example, daily logs, photographs and examples of children’s work.
- 12.7 Children are only released from the care of the childminder to individuals named by the parent.
- 12.8 If a child is identified as a child in need the childminder, usually with parent’s permission, gives appropriate information to referring agencies.

Standard 13 - Safeguarding

Outcome:

The childminder complies with local child safeguarding procedures approved by the Isle of Man Protecting Children’s Board and ensures that any other adults working and looking after children at the service are able to put the procedures into practice. Risks are removed or managed.

Supporting criteria

- 13.1 The protection of the child is the childminders first priority.
- 13.2 The childminder has a copy of the Islands Safeguarding Procedures and can demonstrate they have been read and are understood.
- 13.3 The childminder will have attended safeguarding training prior to registration and will attend refresher training, as a minimum, every 3 years.
- 13.4 Any childminding assistants will attend the safeguarding training as soon as is practicable.
- 13.5 The childminder understands the process for liaising with the Protecting Children’s Board and with the Registration & Inspection Unit in any child safeguarding situation.

- 13.6 In addition, the registered person has a written statement, based on the Island's safeguarding procedures, which is available to parents, and which must include the following information:
- the childminder's commitment to the safeguarding of children
 - the childminders 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
- 13.7 The childminder is 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 Protecting Children's Board procedures; and to keep concerns confidential.
- 13.8 The childminder has the following policies/procedures in place:
- 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
 - the intimate care of children
 - access to the childminding premises, during childminding hours, by adults who have not been subjected to the vetting process
- 13.9 Professional boundaries must be maintained and the childminder should avoid developing 'special relationships' with any individual child and/ or their families.
- 13.10 Children must only be released from the care of the childminder to persons authorised to collect the child.

Standard 14 - Documentation

Outcome:

Records, policies and procedures which are required for the efficient and safe management of the childminding service, and to promote the welfare, care and learning of children are maintained. Records about individual children are shared with the child's parent.

Supporting criteria

- 14.1 Individual records of each child containing:
- 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
- 14.2 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
- 14.3 There is to be maintained an accurate system of recording each child's attendance at the childminding premises.
- 14.4 Records relating to individual children are shared with the child's parent/s and regular reviews of information are carried out with parents and records amended accordingly.
- 14.5 Records relating to individual children are retained for 10 years after the children have left the service.
- 14.6 All records relating to safeguarding concerns and actions to be transferred to the DHSC's child protection/safeguarding team when the child leaves the childminding service.
- 14.7 In relation to the processing of information on computer and/or other electronic methods, the requirements of the Data Protection Act 2002 are met.
- 14.8 The Department's Registration & Inspection Unit is informed at the earliest opportunity of those matters required to be notified under the Regulation of Care Act (Care Services Regulations) Regulations 10 & 12.
- 14.9 The Department's Registration & Inspection Unit is notified of any changes to people living on the premises where childminding is carried out.
- 14.10 The childminder sets up and keeps under regular review policies and procedures required for the operation of the service. These to include:
- confidentiality
 - behaviour management
 - exclusion of children who are infectious
 - 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
 - special needs
 - equal opportunities

- safeguarding (to include those referred to in standard 13)
- health & safety
- fire safety
- outings
- medicine administration
- parents access to records
- intimate & personal care
- hazardous substances and plants

Annex A - Babies/children under 2

These are additional criteria to be met by a childminder who is registered to care for babies.

Organisation & Physical environment

A.1 The childminder ensures that:

- the environment is conducive in allowing children under two years to mix safely with older children
- continuous professional development includes learning about this specific area of child care
- nappy changing facilities meet environmental health standards
- quiet areas are available to enable individual sleep patterns to be facilitated

Care, learning and play

A.2 The childminder ensures that:

- there is interaction with babies/children under 2 years at frequent intervals throughout the day
- there is clear planning of babies' activities

Equipment

A.3 The childminder ensures that:

- activities, toys and equipment are appropriate for the child's age and provide varied sensory opportunities and experiences both indoors and outdoors
- cots or other appropriate furniture are provided for children to rest or sleep

Safety

A.4 The childminder ensures that:

- when in high or low chairs, children are restrained in safety harnesses.
- in addition to the use of monitors, sleeping babies are frequently checked.

Food and drink

A.5 The childminder ensures that:

- feeding and nappy changing takes place in accordance with the child's individual needs and not as part of a general routine
- normally, babies are held whilst bottle feeding
- there are facilities for the hygienic preparation of babies' feeds
- suitable sterilisation equipment is used for babies' feeding equipment and dummies
- records are kept of babies' food intake for parents

Partnership with parents

- A.6** The childminder ensures that there is a daily system of exchange of information between them and the parent. This includes information about the child's changing developmental and care needs and routines.

Annex B - Overnight care

These are additional criteria to be met by a registered person providing childminding overnight.

Organisation

- B1** The adult: child ratios for the childminding registration held are maintained overnight. 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

- B.2** Children staying overnight each have a suitable bed or cot and clean bedding; and there is adequate heating in the premises. Minded children do not share a bedroom with children of the family and only share with other minded children when this is assessed as being appropriate to the child's age and usual sleeping pattern
- B.3** Children have access to adequate toilet and washing facilities. The privacy of children is respected during bath time and when undressing.

Safety

- B.4** The sleeping areas do not have any health or safety hazards.
- B.5** Sleeping areas to be used by children are inspected by the Fire Safety Officer and 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 are in place in order to protect the premises from unauthorised entry. No-one over the age of 16 who has not been police checked stays on the premises overnight.

Health

- B.7** There is a good general level of hygiene, decoration and cleanliness in all sleeping areas.

Food and drink

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

Working with parents

B.9 Parents are 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 requests 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

B.11 No child is received for overnight care without emergency contact numbers being provided. If the parents are unavailable to be contacted, another named person is 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, is obtained.

Annex C - Glossary

Childminder: a person registered under the Regulation of Care Act 2014 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 staff to manage, restrain or stop children from harming themselves or others.

Risk assessments: 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: 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 (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 in the UK as well as their criminal convictions and cautions history.



This document can be provided in large print or audio tape on request

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