



Isle of Man
Government

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Child Day Care Centres

Minimum Standards

Registration & Inspection Unit

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Rhyenn Kiarail y Theay

Contents

INTRODUCTION	1
APPLYING THE SUPPORTING CRITERIA	2
Standard 1	5
Suitable person	5
Standard 2	6
Organisation	6
Standard 3	8
Care, Learning and Play	8
Standard 4	9
Physical Environment	9
Standard 5	10
Equipment	10
Standard 6	11
Safety	11
Standard 7	13
Health	13
Standard 8	15
Food and drink	15
Standard 9	16
Equal opportunities	16
Standard 10	16
Special needs (including special educational needs and disabilities)	16
Standard 11	17
Behaviour	17
Standard 12	17

Working in partnership with parents and carers	17
Standard 13	18
Safeguarding	18
Standard 14	20
Documentation	20
Annex A	21
Babies/children under 2	21
Annex B	22
Overnight care	22
Annex C	24
Glossary	24

Introduction

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

Day care for children under eight years of age 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. Childminding has its own set of standards. These standards will be reviewed on a regular basis by the Department. Reviews will take account of practice issues that have been identified either within the inspection process or from matters of serious concern that have arisen from complaints and other information provided to the DSC.

The DSC 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.

Regulations under the Regulation of Care Act 2013 require registered persons to meet the standards. The law also requires the DSC 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 criteria will be applied in slightly different ways between each of the following four categories of day care:

- **Full day care**

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

- **Sessional day care**

Services that provide day care for children under eight years of age for a session which lasts no more than four hours in a premises that are not domestic premises. If more than one session is provided in any one day there must be a break between sessions with no children in the care of the provider and individual children must not attend more than one session in any one day. Such services usually offer care for children aged between the age of two to five years and are often accommodated in shared premises, e.g. playgroups.

- **Crèches**

The term crèche is used to describe services that provide occasional care for children under eight and are provided on particular premises for more than five days a year. Providers are required to register where the crèche is open for more than two hours a day, even where individual children attend for shorter periods. Some crèches are in permanent premises, such as sports centres and shopping centres; others are established on a temporary basis to care for children whilst their parents are engaged in a time limited activity, such as a conference.

- **Out of school care**

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

This is because facilities that only operate a few hours a day, or a few weeks in every year do not need to meet all the requirements that will apply to a service providing care for a full day, 5 days a week. In addition, there are some annexes attached, explaining how the criteria are to be applied to facilities caring for babies and to any service providing overnight care.

Most providers will be clear into which of the four categories of childcare their setting falls, and therefore which criteria apply. There will be circumstances, however, where a particular setting displays characteristics of more than one category. In these cases the DSC will notify the provider which category of childcare is being used for registration, and whether any additional or alternative criteria are appropriate. For example, although a setting operating in excess of 4 hours is treated as full day care, there may be full day care criteria e.g. those referring to laundry and other premises facilities which are not appropriate because the setting is operating for a period only just over the limit for sessional care. In these circumstances, the supporting criteria will be applied flexibly. Also, for example, where a crèche facility offers full day care for a short period of 6 weeks during the summer holidays, certain full day care criteria may be applied for that period.

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; and
- remain consistent with the outcomes required by the standards.

Overview of Standards

Standard 1

Suitable person:

Adults providing day care, looking after children or having unsupervised access to them are suitable to do so.

Standard 2

Organisation:

The registered person 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 registered person 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 registered person 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 registered person 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 registered person and staff actively promote equality of opportunity and anti-discriminatory practice for all children.

Standard 10

Special needs (including special educational needs and disabilities):

The registered person 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:

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.

Standard 12

Working in partnership with parents and carers:

The registered person and staff work in partnership with parents to meet the needs of the children, both individually and as a group. Information is shared.

Standard 13

Safeguarding:

The registered person complies with the safeguarding procedures approved by the Isle of Man Safeguarding 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 registered person registered to provide day care who wishes to care for babies.

Annex B

Overnight care:

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

Annex C Glossary

Standard 1 Suitable person

**Outcome:
Adults providing day care, 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 registered person continues to comply with the mandatory conditions and any imposed conditions of registration. All persons over the age of 16 years living on registered premises are subjected to a Disclosure and Barring Service (DBS) check at a level appropriate to their contact with children.
- 1.2 The registered person, their staff and volunteers 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 DSC is able to waive the disqualification for a specific role and in reaching this decision would have regard to all the circumstances of the offence or order. Factors taken into consideration include the date of offence or order, the type of offence or order and the degree of culpability of the person.
- 1.3 All persons working at the service are subjected to a Disclosure and Barring Service check at a level appropriate to their contact with children.
- 1.4 The registered person must not commence the employment of staff or volunteers who have not received the outcome of their DBS check unless prior approval is given by the Registration & Inspection Unit and in all circumstances where permission is given such persons are never left alone with children.
- 1.5 Where possible, all 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.
- 1.6 It is the responsibility of the registered person 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.
- 1.7 The registered person must have relevant business management training and/or substantial experience, 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.

- 1.8 The manager has, as a minimum, Cache level 3 qualifications in early years (or equivalent), appropriate to the post and at least 2 years' experience of working in a similar early years setting.
- 1.9 There are named persons who are able to take charge in the absence of the manager and these persons will hold a relevant level 3 qualification in early years and have at least 1 years' experience of working in an early years setting.

Standard 2 Organisation

Outcome:

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

Supporting criteria

- 2.1 Staff are to be deployed effectively within the service to ensure the safety, welfare and development of children and written plans of the deployment of staff and their activities with children must be displayed.
- 2.2 Children belong to a key group which has consistent staff. Subject to the supporting criteria in Standard 13 (safeguarding), every child is allocated to a member of staff within their key group who is his/her key person and is mainly responsible for his/her wellbeing on a daily basis and ensures that information about the child is exchanged with the parent. However, movement of children and staff between groups in the course of the day may be encouraged within the organisation of the provision if that is planned to provide a richer experience for children.
- 2.3 The registered person develops and keeps under review a statement of purpose & operational plan which is available to parents. The statement of purpose must meet the requirements of Schedule 3 of the Regulation of Care (Registration) Regulations 2013. The aim of the operational plan is to allow the registered person maximum flexibility in organising the provision according to available resources. It should include how staff will be deployed within the provision, how and what activities will be provided and how the continuing training needs of staff will be met.
- 2.4 The registered person ensures that:
 - All supervisors hold a level 3 qualification appropriate for the care or development of children. Where this cannot be achieved immediately, providers set out an action plan detailing how they intend to meet this criterion and in what timescale.
 - At least 50% of all other child care staff on duty at any one time hold as a minimum, a level 2 qualification appropriate for the care or development of children in an early years setting.
 - All staff have induction training which includes health and safety and child safeguarding/protection policies and procedures in their first week of employment. The total period of induction will be a minimum of 4 weeks, will be recorded and be part of the employees on-going training programme.

- Trainees under 17 years of age are supervised at all times and are not counted in the staffing ratios. Where the registered person is satisfied that trainees of 17 years or over are competent and responsible, they may be included in the staffing ratios.
- The registered manager has, or will obtain the QCF Level 5 Diploma in Leadership for Children’s Care, Learning and Development (Management) or equivalent.

With regard to the above qualifications all existing staff should have commenced the appropriate award within 4 years of the inception of these standards. Managers new to registration will be given a time frame that is appropriate to the date of their registration. From 1st April 2019 managers will not be registered unless they have gained or are in the process of gaining the QCF Level 5 Diploma in Leadership for Children’s Care, Learning and Development (Management) or equivalent.

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

2.6 The minimum staffing ratios are:

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

These ratios include any children of staff or volunteers. Regular volunteers, who have had the required checks, can be included in the normal staffing ratios but students on short term placements cannot.

2.7 Any care provided for children aged 8–14 is not allowed to adversely affect the care provided for children under 8 years old.

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

2.9 Staffing levels are maintained during outings but, according to circumstances, it may be necessary to exceed them.

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

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

2.12 Where there are facilities for children to sleep, there must be appropriate staff supervision within the sleeping area and children must not be left alone.

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

2.14 Where children with special needs are looked after additional staffing may be required. This criteria will be considered in conjunction with Standard 10.

- 2.15 There is a system for registering children and staff attendance on a daily basis which shows the child's date of birth and makes clear that the above staff ratios are complied with.

Standard 3

Care, Learning and Play

Outcome:

The registered person 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 registered person and their staff encourage children to be confident, independent and develop their self-esteem.
- 3.2 The registered person 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 registered person ensures all staff help children to learn about what is right and wrong.
- 3.4 The registered person 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 registered person and their 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 registered person and their 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 registered person organises resources so that they are readily accessible to children and deploy staff to support children's play and learning.
- 3.8 The registered person gives children opportunities to be active, indoors and out, as well as time to relax.
- 3.9 Where appropriate the **registered person has in place** a balanced curriculum to promote their development physically, intellectually, emotionally and socially.
- 3.10 Where appropriate **the registered person actively seeks to meet the standards set down in** recognised quality assurance systems such as the **Manx Quality Award**.

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 The registered premises are for the sole use of the facility during the hours of operation.
- 4.4 The registered person ensures they operate within local planning and building control requirements.
- 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 18C. 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 Sq. | Metres |
|----------------|---------------|
| Under 2 years | 3.7 |
| 3–7 years | 2.3 |
- 4.9 Provision is made (space or partitioned area) for children who wish to relax, play quietly or sleep, equipped with appropriate furniture. This area may be converted from normal play space providing children can rest safely without disturbance.
- 4.10 Play areas are large enough to give scope for free movement and well spread out activities. There are separate areas for different activities.
- 4.11 There must be sufficient equipment available for the needs of children, including child size chairs and tables, high chairs, potties etc.
- 4.12 There is adequate storage space for equipment.
- 4.13 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.
- 4.14 There is a minimum of one toilet and one wash hand basin with hot and cold water available for every 8 children over the age of two years. (This Standard may be

adjusted when looking after children with special needs who do not require these facilities. See Standard 10). Urinals are installed as necessary.

Staff Facilities

- 4.15 There is an area where confidential information and necessary records can be kept and where staff may talk to parents confidentially.
- 4.16 There are separate toilet facilities for adults.
- 4.17 Where required, staff have a room or area available for breaks, away from areas being used by children.

Kitchen

- 4.18 Where children attend for the full day, there will normally be a kitchen which is adequately equipped to provide meals and snacks for children and staff on the premises. Exceptionally, if this is not available, the registered person will demonstrate how adequate arrangements, which meet Environmental Health requirements, will be made to provide food and drinks for children and staff.
- 4.19 The kitchen conforms to environmental health and food safety regulations.
- 4.20 Children do not have access to the kitchen unless it is being used solely for a supervised children's activity.

Laundry facilities

- 4.21 Where full day care is offered a separate laundry is provided or adequate arrangements made to launder nursery linen. Where laundry facilities are provided on site, children are not allowed access.
- 4.22 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 registered person 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) of Parliament 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.

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 registered person 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 registered person conducts a risk assessment of the premises and this is reviewed if there is a significant change or if the registered person suspects that it is no longer valid. An action plan with timescales identifies action to be taken to minimise identified risks.
- 6.3 All low level glass 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 information on COSHH and RIDDOR to be displayed.
- 6.7 Stairs are made safe or inaccessible, according to the age and development of children being looked after.

Gas/electricity/security

- 6.8 Gas, electrical and other appliances and fittings conform to safety requirements and do not pose a hazard to children.
- 6.9 Annual portable appliance testing (PAT) is undertaken.
- 6.10 Electrical Installations have periodic inspections as determined by the services Electrical Inspection Certificate.
- 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 being lost or not collected there is a clearly defined procedure to be followed.
- 6.13 People, including parents, are not allowed free access into the building.
- 6.14 The registered person should consult, as appropriate and necessary, with the IOM Constabulary's, Crime Reduction Officer for advice in respect of security.

Outside area

- 6.15 Ponds, drains, pools or any natural water are made safe or inaccessible to children. Outdoor water activities are closely supervised at all times.
- 6.16 The registered person does not usually keep hazardous indoor and outdoor plants on the premises. However, if these are present, they are made inaccessible to children.
- 6.17 Gardens/perimeter gates must be secure to prevent children from leaving the area unsupervised.
- 6.18 Glass within greenhouses or cold frames must be safety glass or covered in protective safety film.
- 6.19 Greenhouse, garages and sheds used for the storage of hazardous items must be inaccessible to children.
- 6.20 Large pieces of outdoor equipment where the fall height is 600mm or greater must be positioned on impact absorbing surfaces.

Fire safety

- 6.21 There are clearly defined procedures for emergency evacuation of the building, which include any special measures to be taken where children are located above or below ground level; these procedures are known to all staff and used for training purposes on a regular basis. The registered person undertakes a fire risk assessment and where applicable complies with any recommendations made by the Fire Safety Department of the Isle of Man Fire and Rescue Service. A fire log book kept detailing the maintenance and testing of the fire alarm system and details of staff instruction and fire drills carried out.
- 6.22 Fire doors are not obstructed and fire exits are clearly identifiable and easily opened from the inside.
- 6.23 Fire blankets, extinguishers, alarms, emergency lighting and smoke detectors which conform to BS EN safety standards are provided as necessary, checked to the frequency specified by the manufacturer **kept in working order**.
- 6.24 Fire Drills are carried out with children in a manner that is appropriate to their age and understanding, at least once a term.

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

Outings and transport

- 6.26 The registered person ensures that there are operational procedures, including risk assessments, numbers of staff and the supervision of children, for the safe conduct of any outings provided. Records are kept about vehicles in which children are transported, including insurance details and a list of named drivers. Drivers using their own transport have adequate insurance cover.
- 6.27 Written permissions for outings and transport in vehicles are kept on the child's individual record.
- 6.28 Appropriate car seats and/or seat belts are used when transporting children in a vehicle.
- 6.29 Children must not be left unattended in a vehicle.
- 6.30 A first aid kit is to be taken on all outings.

Insurance

- 6.31 The registered person 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.**
- 6.32 There is appropriate employer insurance in place.

Standard 7 Health

<p>Outcome: The registered person promotes the good health of children and takes positive steps to prevent the spread of infection and appropriate measures when they are ill.</p>
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Supporting criteria

Hygiene

- 7.1 The premises and equipment are clean.
- 7.2 The registered person ensures that staff are informed and aware of the importance of good hygiene practice in order to prevent the spread of infection. Staff are informed of and kept up to date with hygiene procedures.
- 7.3 Children are encouraged to learn about personal hygiene through the daily routine.

Animals

- 7.4 The registered person 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.

Sandpits

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

Food handling

- 7.6 Those responsible for the preparation and handling of food are fully aware of, and comply with, regulations relating to food safety and hygiene. There are fridge thermometers in place and temperatures are recorded daily.

Medicine

- 7.7 The registered person has a clear policy, understood by all staff and discussed with parents, regarding the administration of medication.

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 to staff on dosage and frequency must be fully recorded;
- the parent gives prior written permission to administer any medication;
- written records are kept of all medicines administered to children, and parents sign the record book to acknowledge the entry;
- if the administration of prescription medicines requires technical/medical knowledge then individual training is provided for staff from a qualified health professional. Training is specific to the individual child concerned;
- staff administering medication to children with specific conditions have a sound understanding of the condition.

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;
- blue plasters;
- disposable gloves;
- fever thermometer.

7.9 There is at least one member of staff with a current first aid training certificate on the premises or on outings at any one time. The first aid qualification includes training in first aid for infants and young children.

7.10 Written parental permission is requested, at the time of the placement, to the seeking of any necessary emergency medical advice or treatment in the future.

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 in day care.

Smoking

7.13 There is a no smoking policy.

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 Children who stay in day care for the whole day are offered a midday meal and other snacks and drinks routinely.

8.3 The registered person 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.

8.4 If parents provide packed lunches, they are provided on guidance re: safe storage.

Standard 9

Equal opportunities

Outcome:

The registered person and staff actively promote equality of opportunity and anti-discriminatory practice for all children.

Supporting criteria

- 9.1 The registered person has, and periodically reviews, an equal opportunities policy which is consistent with current legislation and guidance. All staff and volunteers understand and implement this policy and it 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 registered person 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:

The registered person 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.

Supporting criteria

- 10.1 The registered person has regard to any Codes of Practice for the Identification and Assessment of Special Educational Needs.
- 10.2 The registered person 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 Staffing arrangements are designed to meet the needs of individual children who attend and have special needs. Such children are welcomed appropriately.
- 10.4 The physical environment is, as far as is reasonable, suitable for children with disabilities.
- 10.5 Children with special needs attending day care 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 registered person consults with parents about the need for any special services and equipment for the children in their care.
- 10.7 The registered person 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 registered person produces a written statement on behaviour management, including bullying, which states the methods used to manage children's behaviour. This is fully understood and followed by all staff and discussed with parents and children.
- 11.2 The registered person creates an environment that encourages good behaviour.
- 11.3 Adult 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 Adults do 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 There is a named staff member within the setting who has the responsibility for behaviour management issues and has the skills to support staff and be able to access expert advice if ordinary methods are not effective with a particular child. In the absence of the named person there are suitable arrangements in place for cover.

Standard 12

Working in partnership with parents and carers

Outcome:

The registered person and staff work 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, including any expectations that parents participate on the management committee or as volunteers;
 - 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; and

- information regarding the services responsibility under the Isle of Man Safeguarding Children Procedures.
- 12.2 Volunteers or committee members are given full information and guidance on their roles and responsibilities.
 - 12.3 There is a system in place for the regular exchange of information between parents and staff members. Parents are able to share information and their views and concerns are respected and acknowledged. Appropriate and prompt action is taken on any concerns raised and a record of all complaints is maintained.
 - 12.4 Staff are 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.
 - 12.6 Regular information is provided for parents about activities provided for the children, for example, through wall displays, photographs and examples of children's work.
 - 12.7 Children are only released from the care of the service to individuals named by the parent.
 - 12.8 If a child is identified as a child in need the registered person, usually with parent's permission, gives appropriate information to referring agencies.

Standard 13 Safeguarding

Outcome:

The registered person complies with local child safeguarding procedures approved by the Isle of Man Safeguarding Board and ensures that all 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 registered person's first priority.
- 13.2 The registered person has a copy of the Islands Safeguarding Procedures clearly available at the service and ensures that all staff have read these, understand them and are knowledgeable about them.
- 13.3 All staff will receive, as part of their induction, training on safeguarding. This is to include the matters referred to in 13.6, 13.7 & 13.8; in addition staff will have attended the inter-agency training regarding the procedures, at the earliest opportunity.
- 13.4 Refresher training is to be provided, as a minimum, every 3 years.
- 13.5 There is a designated member of staff responsible for liaison with the Safeguarding Children's Board and with the Registration & Inspection Unit in any child safeguarding situation. In the absence of this member of staff there is a formal scheme of delegation for other staff to take on this role.

- 13.6 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 service provider's commitment to the safeguarding of children;
 - The service providers commitment to encouraging 'whistle blowing' without the fear of alienation;
 - Staff responsibilities with regard to the reporting of suspected child abuse or neglect , including informing parents where appropriate;
 - Contact and telephone numbers for the local police and social services.
 - Procedures to be followed in the event of an allegation being made against a member of staff or volunteer; and
 - Procedures to be followed in the event of an allegation being made against a registered person.
- 13.7 The registered person ensures that all staff are aware of possible signs and symptoms of children at risk; and are aware of their responsibility to report, without delay, concerns to police or social services in accordance with the Child Safeguarding Board procedures; and to keep concerns confidential.
- 13.8 The service has the following policies/procedures in place:
- Whistle blowing.
 - Confidentiality protocols in regard to the reporting of concerns and to ongoing safeguarding investigations.
 - The use of Social Media & portable electronic equipment, including mobile phones.
 - Taking photographs of children and their usage.
 - Lone working.
 - The intimate care of children (toileting, staff cover etc.).
 - Access to the service by non-staff members.
- 13.9 Open plan arrangements for operating the service are to be facilitated wherever possible; where there are areas of the premises away from the mainstream, risk assessments must be carried out and any identified risks managed appropriately. For example, additional staffing in that area.
- 13.10 Where there are key worker systems in place, rotation on a regular basis should be considered to ensure that children are not at risk of 'grooming'.
- 13.11 Professional boundaries must be maintained and staff precluded from developing 'special relationships' with any individual child and/ or their families.
- 13.12 Staff members must be regularly rotated around the full range of group activities and group age ranges.
- 13.13 Where the day to day manager is supernumerary, part of their daily activity is to supervise the toileting and changing routines.
- 13.14 Children must only be released from the day care centre to persons authorised to collect the child.

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

Standard 14 Documentation

Outcome:

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.

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 day care centre, 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 child day care is being carried on.

14.3 There is to be maintained an accurate system of recording each child's attendance at the service.

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 In relation to the processing of information on computer and/or other electronic methods, the requirements of the Data Protection Act 2002 are met.

- 14.7 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, 11 & 12.
- 14.8 The Department's Registration & Inspection Unit is notified of any changes to people living on the premises where child day care is carried out.
- 14.9 The registered person 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;
 - induction and training;
 - safeguarding (to include those referred to in standard 13);
 - health & safety;
 - fire safety;
 - outings;
 - medicine administration;
 - parents access to records;
 - intimate & personal care; and
 - hazardous substances.

Annex A

Babies/children under 2

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

Organisation

A.1 The registered person ensures that:

- Children aged under two years are cared for in groups of no more than 12.
- Staff caring for babies are competent to do so.
- At least 50% of staff caring for babies have received training in this specific area.
- The person in charge of the babies room has suitable experience of working with children under two years.
- Arrangements for staffing minimise the number of carers for the individual child.

Care, learning and play

A.2 The registered person ensures that:

- Children have the opportunity to interact with a consistent adult at frequent intervals throughout the day.

- There is clear planning of babies' activities.

Physical environment

A.3 The registered person ensures that:

- There is a separate base room for children under two. However, they should be able to have contact with older children and can be transferred to an older group after they reach the age of 18 months if that is appropriate for their individual development.
- Nappy changing facilities are provided which meet environmental health standards.
- Quiet areas are provided to enable individual sleep patterns to be facilitated.

Equipment

A.4 The registered person ensures that:

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

Safety

A.5 The registered person ensures that:

- When in high or low chairs, children are restrained in safety harnesses.
- Sleeping babies are frequently checked.

Food and drink

A.6 The registered person ensures that:

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

Partnership with parents

A.7 The registered person ensures that there is a daily system of exchange of information between the parent and key person. 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 day care who are registered to care for children overnight.

Organisation

- B.1** The staff:child ratios for the day care registration held are maintained overnight. A minimum of two members of childcare staff are on the premises of which at least one is awake at all times during 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.
- 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 seek to ensure a consistent and sensitive approach.

Documentation

- B.11** No child is received into the provision 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

Registered person: a person deemed qualified to care for children and whose name appears on a certificate of registration. They may be the registered provider or the registered manager. Each registered person has responsibility for ensuring that the requirements of the standards are met. A company, committee or other group may be the registered person and they will be required to nominate a responsible person to speak on their behalf. The responsible person also has to be vetted by the Department and has specific obligations within the Act.

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

Parent: any person with parental responsibility for a child.

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

Risk assessments: 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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