



## Tiddly Toes Policies & Procedures

### **Behaviour management policy**

All children that attend the setting should feel safe, respected and valued. In order for this to happen it is my belief and policy that all unfavourable behaviour is dealt with in a positive and educational way, whilst simultaneously acting as a positive role model myself to further reinforce these lessons.

All unfavourable behaviour – such as biting, swearing, discriminatory remarks and bullying to name a few, will be dealt with at the time the incident takes place. I will speak through the incident with all involved whilst providing comfort (where appropriate) to any child who requires it. I will give the child the chance to explain why they displayed the behaviour and if they thought the behaviour was kind or friendly. After the child has had the chance to explain, I will explain why the behaviour was not kind and why. Myself and the child in question will discuss how they think they could act differently if they were in the same position again. The child will be given the chance to apologise but will not be forced to do so. All incidents of unfavourable behaviour will be recorded and reported to the parents at the end of the session. When reporting these incidents to the parent(s) we will discuss and agree appropriate actions to deal with this behaviour should it happen again. In some cases I may feel it helpful to contact the child's health visitor or other supporting agencies, I will discuss this with the parent(s) gaining their permission before doing so. If I feel any other children in my care or myself are being put in danger then I reserve the right to terminate the child's contract immediately.

### **Concerns and complaints policy and procedure**

If any parent or carer of a child in my care feels they need to make a complaint I would ask that they do so in writing so there is a paper trail. I will deal with all complaints and concerns in a professional way and will give parent(s) the time to discuss their complaints or concerns with myself so we can reach a solution that is best for all parties.

If the parent does not feel that I have listened or dealt with their concern or complaint in a satisfactory way or they feel OFSTED should be notified then I have included the number below and have it displayed in the setting.

If the complaint is made against a member of my family or a visitor to the setting I will ensure the child is kept apart from the person the complaint has been made against, or the visitor does not come back to the setting until the complaint has been fully dealt with. To maintain confidentiality I will not use the child's, individuals or parents names when dealing with or discussing the incident with outside agencies such as OFSTED, or if deemed appropriate the child protection team.

**OFSTED:** 0300 123 231

**West Sussex County Council:** 01798 871 199

**Children's Social Care Support – West Sussex** 01403 229 900



### **Emergency evacuation procedure**

If the smoke alarm sounded whilst I was in the main room, I would evacuate the building through the back (garden) door, then out through the side gate and into the adjoining car park. From here I would call the fire brigade and relay the details to them. After I have got the fire brigade on the way I would contact the children's parents.

If the fire alarm sounded whilst I was in the kitchen I would evacuate the building through the front door and make my way to the field opposite the setting where I would then follow the same procedure. I will ensure to carry my phone with me at all times, so if there was a fire in the building I would be able to concentrate on evacuating the building and keeping children safe and calm.

If I was to become ill or injured for any reason, I have emergency paperwork readily available for the emergency services, that includes the children's names and emergency contact information on it, as well as any medication they may need and dosages.

The numbers for the waterboard, gas and electric company's emergency lines are listed below and are also kept on show in the setting.

Portsmouth Water 24hr – 02392 477999

Southern Water Emergency 24hr – 0330 303 0368

Electric Emergency 24hr – 0800 783 8866

Gas Emergency 24hr – 0800 111 999 national grid

### **Equality of opportunities policy**

I will ensure that all children are treated the same regardless of disabilities, religions and ethnicity. In order to ensure all children have the same opportunities I will make sure the activities carried out are accessible at different heights, using different resources and providing different levels of support to ensure all children have the opportunity to gain as much from the activity as their peers. Throughout the year I will endeavour to explore and learn about different religious holidays in a number of cultures, trying local foods, decorating pictures and looking at books. I will represent religions, cultures and different cuisines in the role play area for example, using a diverse range of food packaging.

### **Failure to collect – late collection/ uncollected children procedure**

If a child is not collected within 30 minutes of their original contracted collection time, and I have not been informed of the reason for late collection, I will try calling the parent's contact numbers. Failing that, I will make every effort to contact the child's emergency contacts. During this time, I will continue to safely look after and care for the child. After a responsible amount of time – 1 hour and 30 minutes – from the original agreed collection time, I will contact social services. This is in compliance with the OFSTED national childminding standards concerning child safety.



Monday to Friday 9am to 5pm: 01403 229 900. OOH: 03302226664.  
On call social worker 07711769657

### **Health and safety policy**

If a child has an accident whilst at the setting I will record the details on an accident form, detailing what happened, where it happened, how it happened and any treatment needed. At the end of the child's session I will inform the parent and ask them to read through the form before signing at the bottom, to accept receipt of this information. However, in the case of a head injury I would treat the child, then call the parent to make them aware of the head injury. All accident forms will be filed away in a folder and kept confidential.

At the end of each day as I tidy the toys away I will check to make sure that all equipment is in a safe condition and ready to be used the following day. Likewise, when I set up in the morning I will check all toys I get out making sure they are safe to play with.

I do not use socket covers as there is evidence to suggest they are more of a hazard than an unprotected socket.

I check the smoke alarms on a weekly basis and log this has been done.

I have a stair gate on the sitting room door, to keep the children in a safe area of the setting, as well as to be able to separate the dog for quiet times of the day. All cleaning liquids are stored in a cupboard in the kitchen that is out of reach.

It is important to teach children the importance of washing their hands at several points in the day. The children will be encouraged to wash their hands before breakfast, lunch, tea, snacks, after playing in the garden, after using the toilet, taking part in messy play or stroking the dog.

Before the children turn up for their session I will check the garden and outdoor toys for any animal waste or objects that may harm the children. While they are out in the garden playing I will remain outside with them watching them at all times using it as a learning opportunity where ever possible.

Whilst on an outing, children that are not confident walkers will be in a pushchair until we arrive at the place of the visit where I will make a judgement on how safe I believe it is to get the children out of the pushchair, older children who are confident walkers will be wearing reins and encouraged to hold onto the pushchair. I will be talking to the children about what they can see and hear and how we make sure we stay safe while out in public. During the day when babies and children are sleeping I will be monitoring them every 10 minutes by looking and listening for breathing.

The shed at the end of the garden will remain locked at all times.



### **Medication administration policy and procedure**

I will give medication to children, although I will need written consent from the parent to do so. If a child has been prescribed medication by a doctor or dentist it must be brought to the setting in the original box with the label detailing the dosage, how many times a day as well as the child's name. When the parent brings the child to the setting with medication the parent will need to fill in a medication form and sign it before I will be able to administer it to their child. If the medication needed is Calpol, I will also need to know the last time the Calpol was administered to ensure the child is not over dosed. Calpol will be administered to the children when requested and signed for by the parents, if their child has a need for calpol during the day I will call the parent to gain permission over the phone and they will be asked to sign the form taking note of when it was given and how much was given. If a child is sick, they will not be able to attend the setting for 48 hours after they have stopped being sick, or have completed the exclusion period as listed by the NHS.

<b>Illness</b>	<b>Exclusion period</b>
Chicken pox	once all spots have crusted over
Measles	5 days from onset of rash
German measles	6 days from onset of rash
Scarlett fever	24 hours after completing antibiotics
Sickness and diarrhoea	48 hours after last episode
Impetigo	Until lesions have crusted over or 48 hours after antibiotics are completed
Whooping cough	5 days after starting anti biotics

### **Missing Child Procedures**

To ensure the safety of children within the setting I have installed a baby gate on the sitting room and always keep the down stairs bathroom door, the back door and the front door closed and locked. The key will be kept in the door, so in the event of a fire I am able to evacuate the children as quickly as possible. The front door of the setting will also remain locked at all times, although there is no key to the main door, but only a twisting lock.. In the back garden the side gate has a bolt lock which is locked at all times, and has a pad lock ensuring the gate can not be opened.

Whilst on outings children will either be strapped into a pushchair or will be on reins to make sure they are safe whilst traveling. In the event that a child goes missing whilst in my care, I will search the immediate area calling their name and asking others around if they have seen them. All other children will be strapped back into a pushchair or put on reins and will always remain with me. After searching the immediate area, if I have not found the child, I will call the police. If I have called the police then I will also call the parent and tell them the situation and what I have done so far to find the child.



### **Risk assessment policy and procedure**

Every morning before the children arrive at the setting I will do a walk around of all the areas the children will have access to that day and carry out risk assessments in line with my health and safety policies.

All outings will be risk assessed before and during the trip and children will be looked after as discussed in the "Missing Children's Policy." When we reach our destination, I will speak to the older children and tell them the ground rules where they can go and where they shouldn't go. I will use a reward based system to help the children follow these rules. I will also do a head count regularly as well as constantly watching what all the children in my care are doing. During the risk assessments that take place in the morning, if I come across any hazards that are unmanageable, for example the washing machine has flooded the downstairs, I would call the parents to make them aware of the problem and let them know the children will not be able to attend that day. If the hazard was manageable, for example the amount of rain over the past few days has flooded the back garden, I would make alternative arrangements for outdoor play that day.

### **Smoking policy**

The health act 2006 implements new rules regarding smoking in England with effect from 1<sup>st</sup> July 2007. The legislation changed meaning that smoking is illegal in childminding provisions when children are present or about to be present. I am committed to ensuring all children can play and learn in a healthy and safe environment which is smoke free. I operate a strict no smoking policy on the premises including garden areas to protect the children from the dangers of smoke. I am not a smoker and no one who lives at the address smokes either. When a parent is collecting their child, they will not be allowed to enter the setting until they have finished and disposed of the cigarette, preferably removing outer clothing also.

### **Visitors policy**

Any visitors to the setting will be asked to leave their mobile phones in the drawer by the main door, any hot drinks to be kept out of the reach of the children and will also be made aware of the smoking policy. At no time will a visitor be left unattended with the children, if the visitor is not known to me and is not an authorised person to collect a child they will not be allowed to enter the setting. It is the visitor's responsibility to prove they are an authorised contact, for example by providing photographic ID. The front and back door of the premises will be kept locked during the day to prevent unauthorised visitors from entering the premises and to stop children from leaving the premises of their own accord.



### **Safeguarding and Child Protection Policy and Procedure**

To help keep children safe and help prevent child abuse going unnoticed it is important to remain vigilant, observing the children's behaviour as well as the parents and carers behaviour around the children, if there are any concerns no matter how small they may seem it is always worth calling and reporting the concern to take advice from the professionals as I believe it is better to be safe. If I notice or observe anything that I am concerned or unhappy with I will make a written documentation of what I see and hear, keeping it on file in case future re-occurrences

Although I will be working as an individual childminder, my husband (Sam Cooper) also lives at the address and is also fully DBS checked and parents are welcome to view his certificate. I have undertaken an online safeguarding training course through PACEY (Professional Association for Childcare and Early Years) and will keep up to date with any new legislation and training released. My safeguarding certificate can be seen on request. I also have gained my paediatric first aid certificate which is valid until July 2021, this includes EPI-PEN training. I will keep my training up to date by attending a first aid course every 3 years.

It is important that I am made aware if the family has social services involved so I am able to provide as much support to the parent and the child involved as well as accommodate the family's social worker should they need to visit the child at the setting.

When the children are 2 years and below I believe that children still need the reassurance of a cuddle when they are in a new environment or situation, although it is also important for them to be sat on the floor and to learn to play independently or with their peers to grow and gain confidence. Older children should be encouraged to be independent when playing and exploring, although they may still need some reassurance at times. I aim to instil confidence and self-belief in all children I look after and I do this by adopting a warm and welcoming approach alongside independent play and exploration.

If I suspect a child is being abused, I have a duty to report my concerns to child protection services, I will keep accurate records of any incidents or occurrences that I feel may be evidence of abuse along with actions taken. Likewise, if a child was to make a disclosure or allegation of abuse I would sit and listen to them, without asking too many questions, giving the child the time and space to tell me what they want to in their own time. After the child has told me everything they want to, I will make it clear that I will have to tell someone about what they have told me. Everything that is said will be documented. I will then make a call to children protective services and make them aware of the disclosure (maintaining confidentiality) and take advice as to what the next steps should be. Should they advise that



the child should not return to the parent then I would call the police to be present at the time of collection along with a member of social services. If the allegation was made against myself, a visitor or a member of my family I would follow the same process as in the complaints policy.

LADO 0330 222 6450

Ofsted 0300 123 1231

West Sussex children's safeguarding team 01403 229 900

Child protection agency 0808 800 5000

Children social services (west Sussex) 033 02226664

### **Mobile phones**

When the children are at the setting I will not use my mobile phone to make personal calls or text messages. I will however use my mobile phone should I need to contact the parents or other services. Anyone that visits the setting will be asked to leave their mobile phone in the kitchen so that is kept away from the children present, if they need to make or receive a call they will be asked to step outside the main door to maintain confidentiality of the children in my care. Likewise when parents are collecting their children, they will not be allowed entry to the premises if they are on a call. Parents are asked not to use their mobile phone camera to take or record images within the setting, this is to protect the children's identity and for unauthorised images to be shared on social media.

### **Photographs**

When at the setting I will be taking photos of the children as they learn, grow and explore the world around them. These photos will be used for the children's learning journeys and as evidence of them reaching and achieving their next steps. The photographs that show a child's face will only be used in their own individual journal and no one else's. All photos I take will be on my personal phone, uploaded to the settings laptop in a password protected folder. The photo's will then be deleted from the phone. Any photos that are posted to my Tiddly Toes facebook page will not show children's faces and I will gain consent from the parents before using them.

### **Personal items**

At Tiddly Toes we do allow children to bring their own toys, however I can not guarantee that they will not get damaged, lost or broken. As much as I can I will try to keep your child's toys safe and secure, keeping it in their bag as much as possible. If the toy your child wishes to bring with them is important to them and they need it to feel safe whilst here then of course they will be able to hold on to it, but as mentioned above I cannot take responsibility if it is damaged or lost. Children may also choose to come to the setting in dress-up outfits, all I ask is that they are provided with a change of clothes incase they decide they would like



to get changed. As with personal toys I can not accept responsibility if the dress up outfits get damaged or dirty.