

St. Peter's Out of School Care Limited



Statement of Purpose (Regulation 15 NMS1.2)

Statement of aims and objectives:

The company's provision has been established with the aim of providing high quality child care that will enhance the spiritual, emotional and physical development of the children of parents whose work or life choices, work patterns and pressures do not allow them to be available at the times the company operates.

Our objectives are to provide:

- An ordered, secure, happy, healthy and safe environment
- A stimulating welcoming environment in which each child will be happy content and be able to thrive whilst engaging in stimulating activities
- A range of indoor and outdoor activities that the children can enjoy during the time they are in our care
- To provide snacks that are healthy and safely prepared by staff who have received appropriate and adequate training
- To provide well trained motivated staff who have the empathy, motivation, understanding and experience to pursue our aim

Statement relating to age range, sex and number of children cared for:

The company provides care for up to 50 boys and girls, between the ages of 4 years 3 months and 12 years of age. It will provide quality care for all including children which have special needs. The company operates in accordance with the Children's Act 1989 have a staff ratio of 1:8. We also operate in accordance with All Wales Child Protection Procedures and under the guidance of the Local Safeguarding Board for Cardiff.

The operating hours are as follows:

Before School Provision:	7:45am-8:55am
After School Provision:	3:30pm-6:00pm

Statement of facilities and services provided*:

The responsible individual must ensure the premises used for the provision of day care, are of a physical design and layout, which are suitable for the purpose of achieving the aims and objectives set out in the statement of purpose.

The company through the responsible individual must ensure that all parts of the relevant premises used by relevant children are:

- adequately lit, heated and ventilated;
- secure from unauthorised access;
- suitably furnished and equipped;
- of sound construction and kept in good structural repair externally and internally;
- clean and reasonably decorated and maintained; and

- equipped with what is reasonably necessary, and adapted as necessary, in order to meet the needs arising from the disability of any relevant child.

The company through the responsible individual must ensure that the relevant premises are kept free from offensive odours and must make suitable arrangements for the disposal of general and clinical waste.

The company through the responsible individual must ensure that when care is provided in indoor premises there are available on the relevant premises for use by relevant children in conditions of appropriate privacy:

- a sufficient number of wash basins supplied with hot and cold running water for the number and sex of the children provided for
- a sufficient number of lavatories which are suitable for the number and sex of the children provided for

The responsible individual must ensure that where food is provided in indoor premises there are suitable and sufficient facilities and equipment for the preparation storage and consumption of food on the relevant premises.

***All these facilities and services are part of the service level agreement that the company has agreed with then governing body of the school.**

Statement of activities provided:

A wide range of games and activities are provided by the company including arts and crafts, music, drama, indoor and outdoor sports and games, electronic games and a variety of board games. There is also a relaxing area where your child may prefer to watch TV or a DVD or read a book. The children will be encouraged to join in all organised activities, but never forced to. Staff actively encourage the children to express their opinion about their preferences for games and activities. Staff encourage the children to understand that they must consider other views and opinions when choices are made and that sharing and co-operation underpin all activities. Occasionally, visitors will be invited to lead certain activities, these are strictly monitored by staff and parents will always be informed in advance and can exercise their right to withdraw their child from such activities.

Information on service standards

The company is committed to delivering all the National Minimum Standards for Regulated Childcare for children up to the age of 12 years in Wales:

Standard 1: Information

Outcome: Parents have all the information they need to make an informed choice about the childcare service they require.

The responsible individual is responsible for ensuring that:

1.1 Parents are given sufficient accurate information for them to make an informed decision about the service.

1.2 A Statement of Purpose has been compiled as set out in the regulations and information is given to prospective parents, orally and in writing, about the service provided.

Standard 2: The Contract

Outcome: Parents have a written contract they have agreed with the responsible individual.

The responsible individual is responsible for ensuring that:

- 2.1 A written contract is agreed with parents, setting out the expectations of both parties about the care of the child, activities provided and business arrangements.
- 2.2 The written contract must include the terms and conditions.

Planning for individual needs and preferences

Standard 3: Assessment

The Outcome: All children have their needs and preferences identified and their parents know how these will be met.

The responsible individual is responsible for ensuring that:

- 3.1 Children's needs and preferences are identified as far as practicable before they are placed or attend.
- 3.2 Parents and children are encouraged to visit the childcare provision before the child starts attending to make sure that the child's needs are clearly identified.
- 3.3 Parents are asked specifically about their child's preferences, needs and abilities, and for any other information they need to share to ensure the best possible care for the child. Consideration is also given to the wishes of the child, either through discussions with the child or with the parents and child.

Standard 4: Meeting individual needs

Outcome: Each child's individual needs, including any special educational needs and disabilities, are planned for and provided for.

The responsible individual is responsible for ensuring that:

- 4.1 They can demonstrate that they can meet the assessed needs of children placed with them.

4.2 They (or their staff) have the skills and experience needed to plan for and meet a child's individual needs and preferences.

4.3 The needs and preferences of individual children (including those from minority ethnic communities) in relation to their home language(s), intended medium of education (e.g. Welsh or English) and their social, cultural and religious practices are understood and catered for.

4.4 Appropriate action is taken when special needs are identified, and the welfare and development of the child is promoted in partnership with the parents and other relevant parties.

4.5 The current Code of Practice for Special Educational Needs (or Additional Learning Needs) for Wales is followed. Where appropriate, a child's particular needs are met through the provision of special equipment.

4.6 In group settings, a written policy statement consistent with current legislation and guidance about special needs is in place. This should cover both special educational needs and disabilities and must be available to parents.

4.7 Staffing arrangements are designed to meet the needs of individual children who attend and have special or additional needs.

4.8 The physical environment is, as far as is reasonable, suitable for disabled children.

4.9 Disabled children and those with special educational needs have access alongside their peers to the facilities, activities and play opportunities provided in order to promote their welfare and development.

4.10 Parents are consulted about any special services and equipment for the children being cared for. Where a possible need for specialist help is identified, parents are informed so that they may take appropriate steps to get advice or treatment.

4.11 The privacy of all children when intimate care is being provided is respected.

Standard 5: Records

Outcome: Parents and CIW have access as appropriate to a full range of records maintained by the responsible individual for the smooth running of the setting.

The responsible individual is responsible for ensuring that:

5.1 Records are maintained as required by Regulation 30, Schedule 3 of the Child Minding and Day Care (Wales) Regulations 2010 (as amended).

5.2 Records may include other useful contact information, such as mobile telephone numbers and email addresses, or details of other parents or carers of a relevant child, over and above those required in the regulations.

5.3 Records about individual children are shared with the child's parent, except where this would place the child's welfare at risk.

5.4 Records about individual children must be retained for a period of at least three years after the last date on which the children attended. The requirements of a responsible individual's insurance may require that records are retained for longer.

5.5 Records about individual children are kept secure and confidential and are always available for inspection by CIW at their request.

5.6 The parent or other adult collecting the child is asked to sign the record of any accidents to acknowledge the entry.

5.7 A copy is retained of the most recent inspection report from CIW, and where applicable Estyn, together with resultant action plans. These documents are available to parents.

Empowering service users, encouraging lifestyle choices

Standard 6: Working in partnership with parents

Outcome: Parents are kept fully involved in and informed about their child's activities, achievement and progress.

The responsible individual is responsible for ensuring that:

6.1 They and their staff work in partnership with parents to meet the needs of the children, both individually and as a group.

6.2 Parents' primary responsibility for their children is recognised and respected.

6.3 Parents are kept fully informed about routines and childcare practices.

6.4 Policies and procedures are available to all parents.

6.5 In a day care setting, information is given to parents to include the role of parents and any expectations that parents participate on the management committee or as volunteers. Any volunteers and committee members are given full information and guidance on their roles and responsibilities.

6.6 The policy about privacy and confidentiality will be made available. Any requests by third parties for information will be discussed with parents and information only shared with their consent. An exception can be made where there is a requirement to report concerns about the welfare or safety of the child; for example in relation to child protection.

6.7 If a child is identified as a child in need (Section 17 of the Children Act 1989), the responsible individual, with parents' permission, gives appropriate information to referring agencies.

6.8 Details of what their child has achieved during the day, including any significant event or change in behaviour, are shared with parents. Standards 6.8 – 6.12 do not apply to open access play provision

6.9 Records are kept containing details about the child and notes on his/her progress. Parents have access to all written records about their children (except as provided in NMS 6.10 below).

6.10 Regular information is provided for parents about activities, for example, through wall displays, photographs or examples of children's work.

6.11 Children aged under 8 years are only released from the care of the provision to individuals named by the parents. Children over the age of 8 are only released from the care of the provision under arrangements which have been pre-agreed with the parents.

6.12 When caring for children under two years of age, there is a daily system for the exchange of information between the parent and the key worker. This includes information about the child's changing developmental and care needs and routines.

Standard 7: Opportunities for play and learning

Outcome: Children have a range of experiences, including freely chosen, unstructured and self-directed play, that contribute to their emotional, physical, social, intellectual, language and creative development.

The responsible individual is responsible for ensuring that:

7.1 The child's individual needs are met and their welfare is promoted by planning and providing play opportunities and activities to promote emotional, physical, social, creative, linguistic and intellectual development.

7.2 Resources used and play opportunities, first-hand experiences, and activities provided aid children's development and build on their natural curiosity.

7.3 Children are given opportunities to be active, indoors and out, as well as time to relax.

7.4 Children have opportunities to play and learn outdoors.

7.5 The environment is one that encourages children to be confident, independent and develop their self-esteem, to respect others and develop a sense of what is right and wrong.

7.6 Positive relationships are built with children and their parents to facilitate a good understanding of individual needs and home circumstances.

7.7 The National Standards on Children and Young People's Participation are applied to the way in which the service is delivered:

- Adults looking after children listen and value what children say, talk with them about what they are doing and actively encourage them to explore their full potential.
- Opportunities for involving children in decision making, evaluating and planning on a variety of levels are explored.

7.8 Resources are organised so that they are readily accessible to children and staff are deployed to support children's play and learning.

7.9 What children do is observed and recorded to help plan the next steps for the children's play, learning and development.

7.10 The principles of the Foundation Phase for 3-7 year olds and its seven areas of learning are understood and applied in a way appropriate to the age, abilities and stage of development of children in their care and the nature of the provision.

7.11 When providing care for children under 2 years of age:

- Children interact with a consistent adult at frequent intervals throughout the day.
- There is clear planning of babies' activities.
- Children under 2 should be fed and changed by their key worker or a consistent adult.

Quality of care

Standard 8: Nurture and well-being

Outcome: Children feel secure, happy and comfortable with their carers and in their environment, and their rights are respected.

The responsible individual is responsible for ensuring that:

8.1 Staff are aware of the United Nations Convention on the Rights of the Child and its implications for their work and their interaction with children.

8.2 The setting's policies and the care given promote warm relationships, security, self-esteem, independence and confidence for children, in a responsive, nurturing atmosphere.

8.3 Communication is positive and encouraging and children are listened to. There is eye contact and generally communication is at the child's level.

8.4 Children are enabled to develop confidence and self-esteem in the setting.

8.5 The settling-in process is appropriate for the individual child, and separation from parents or carers minimises any distress and anxiety.

8.6 Babies and very young children are able to develop an attachment to a consistent carer or small number of regular carers.

Standard 9: Behaviour

Outcome: The behaviour of children is managed in a way that respects their rights and promotes their welfare and development.

The responsible individual is responsible for ensuring that:

9.1 Adults caring for children in the provision are able to manage a wide range of children's behaviour in a way that promotes their welfare and development and respects their rights under the UNCRC (for example, Article 19) and recognises that the reasons for 'bad' behaviour may be complex.

9.2 A written behaviour management policy is drawn up and implemented which complies with the regulations and states the methods used to manage children's behaviour. This is discussed with parents and fully understood and followed by staff. The policy is kept under active review and CIW is notified of any revision within 28 days of it being made.

9.3 Management of behaviour is consistent and developmentally appropriate, respecting individual children's level of understanding and maturity.

9.4 A positive approach to managing behaviour is used, with adults modelling positive behaviour, providing praise and encouragement and fostering good relationships between adults and children. Inappropriate behaviour, including bullying, is managed, addressed and discouraged.

9.5 Adults providing care or play opportunities are alert to instances of bullying and encourage children to report any concerns.

9.6 Physical punishments, or the threat of them, are never used.

9.7 Children are never shaken, smacked, humiliated, shouted at, intimidated or shamed.

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

9.9 It is clear who within the setting has responsibility for behaviour management issues. They have the skills to support any other staff and are able to access expert advice if usual methods are not effective with a particular child.

Standard 10: Healthcare

Outcome: The health care needs of each child are identified and addressed as appropriate and children benefit from the way in which good health is promoted.

The responsible individual is responsible for ensuring that:

10.1 The good health of children is promoted and positive steps are taken to prevent the spread of infection with appropriate measures taken in cases of illness.

10.2 The premises and equipment are kept clean and hygienic.

10.3 Children are encouraged to learn about good personal hygiene, and practise it, through the daily routine.

10.4 Parents know that they must inform the responsible individual or childcare service about their child's health care needs and, in consultation with the child's parent(s), those needs are addressed; taking any action that is necessary.

10.5 Written parental permission is obtained in advance regarding any necessary emergency medical advice or treatment.

10.6 No child is received if he/she appears to be ill. If children become unwell during their time in the childcare or play setting, care is taken to prevent possible infection and parents are notified as soon as possible.

10.7 Other parents are notified if a child attending the setting, or anyone else on the premises (e.g. a staff or family member), has been diagnosed as having a significant infectious disease (e.g. chicken pox, impetigo) maintaining individual confidentiality as appropriate.

10.8 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 good hygiene procedures.

10.9 Any animals on the premises are safe to be in the proximity of children and do not pose a health risk.

10.10 Sandpits are protected from contamination and the sand is clean.

10.11 Those responsible for the preparation and handling of food are fully aware of and comply with regulations relating to food safety and hygiene.

10.12 There is a first aid box complying with the relevant regulations and the contents of the box are checked frequently and replaced as necessary. Where appropriate, a designated member of staff should be responsible for this. The first aid box should be accessible to staff, but out of the reach of children.

10.13 In non-domestic settings, the service complies with the Health and Safety (First Aid) Regulations 1981 in relation to the employees.

10.14 At all times, at least one person caring for the children must have a current qualification in first aid appropriate for the age of the children being cared for. In calculating the ratio of adults to children, the ratio of trained persons to children should never fall below 1:10 or 1:13 in the case of open access play settings. All first aid qualifications should be kept up to date and renewed every 3 years.

10.15 Child minders must have undertaken training in first aid and hold a first aid qualification appropriate for the age of the child(ren) being cared for. All first aid qualifications should be up to date and renewed every 3 years.

10.16 Where care is provided for babies and children in nappies, there should be a nappy changing policy in place with which staff are familiar. The policy should cover both hygiene matters and good safeguarding practice.

10.17 Smoking is not permitted in the presence of children being looked after or on premises in which day care is provided.

Standard 11: Medication

Outcome: Children are safeguarded by the setting's policies and procedures about medication, and receive the medication they need.

The responsible individual is responsible for ensuring that:

11.1 If medication is administered to a child, this is with the written agreement of the parent and with an understanding of the possible side effects of the medication. If

medication is self-administered by the child, this is in line with written guidance from the parent and with an understanding of the possible side effects of this medication.

11.2 The parent gives written permission before any medication is given.

11.3 Medication is stored in the original container, clearly labelled with the child's name and must be inaccessible to children.

11.4 Written records are kept of all medicines administered to children and parents sign the record book to acknowledge the entry.

11.5 There is a clear policy, understood and implemented by all staff and discussed with parents, about the storage and administration of medication. The policy conforms to the terms of the responsible individual's insurance cover.

11.6 Prescription medicines are not administered unless a doctor has prescribed them for that child. Any medicine received into the setting is not out of date.

11.7 Information is gained to establish from the person delivering the child exactly when medication was last administered.

11.8 If the administration of prescription medicines requires technical or medical knowledge then individual training is provided by a qualified health professional. Training is specific to the individual child concerned.

Standard 12: Food and drink

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

The responsible individual is responsible for ensuring that:

12.1 Information is obtained from parents and recorded about individual children's dietary requirements, including cultural and religious requirements and therapeutic diets for officially diagnosed food allergies, and these are complied with.

12.2 If children receive meals and/or snacks, they are safely prepared, nutritionally balanced, of good quality and appropriate in quantity following recommendations in Welsh Government Food and Health Guidelines for Early Years and Child care Settings (2009).

12.3 Fresh drinking water is freely available to children at all times.

12.4 Children who are provided with day care or who remain with a child minder for the whole day are offered a balanced midday meal and tea time meal (as well as breakfast, if appropriate), with between meal snacks and drinks. The food and drink offered is varied and nutritious and meets the religious, cultural and dietary requirements of each of the children. Children attending for part of the day are offered meals, snacks and drinks appropriate to the length of stay.

12.5 Any food or refreshments in any other settings is nutritious and complies with dietary and religious requirements.

12.6 All food is stored safely. If parents provide packed lunches, they are informed of what can be stored safely.

12.7 Food Standards Agency and Environmental Health requirements are complied with.

12.8 In settings where there are set meal and refreshment times, they are arranged to provide sociable opportunities for children, using tables, seating and appropriate crockery and cutlery.

12.9 If care is provided for babies and children under the age of 2:

- Feeding and nappy changing takes place in accordance with the child's individual needs and not as part of a nursery routine.
- Facilities are available to support mothers who wish to continue to breastfeed, e.g. for safe storage of expressed milk or for visiting in order to breastfeed their baby during the time in which the child is cared for. In exceptional circumstances, where facilities are not permanently available, temporary arrangements are made as required.
- Babies are held when being bottle fed, preferably by the same carer or key worker on each occasion.
- 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 and are shared with their parent(s).

Staffing

Standard 13 Child Minders (CM): Suitable person

Outcome: Children's needs are fully met by those who look after them.

13.1(CM) Child minders and any assistant employed by them are suitable to look after children up to the age of 12, and have the appropriate skills, experience and qualifications to meet the needs of the children.

13.2(CM) The child minder has successfully completed an appropriate pre-registration course recognised in the Care Council for Wales' current list of Accepted Qualifications for the Early Years and Child Care Workforce in Wales (or any list which supersedes it) and is at least 18 years of age.

13.3(CM) The child minder, any assistant, and any other persons aged 16 years or over who lives, works (including on a voluntary basis) or is otherwise present on the relevant premises and has or is likely to have regular contact with children has undergone a vetting procedure which complies with the Regulations and includes a Disclosure Barring Service (DBS) enhanced disclosure check. All checks are completed before the child minder and any assistant commence caring for children.

13.4(CM) Childminders notify the CIW about their intention to employ any assistants to look after children.

13.5(CM) The child minder is accountable for, and supervises the work of any assistant. The child minder needs to remain satisfied that the assistant is competent in all areas of work undertaken. The child minder keeps a record of any assistant's details, including full name and information about recruitment, training and qualifications.

13.6(CM) The child minder has completed an appropriate first aid course which includes training in first aid appropriate to the age of the children being minded before commencing child minding. A current first aid certificate is maintained.

13.7(CM) The following information should be maintained on a daily basis:

- name and address of assistants (if they are employed);
- the names of people present, or likely to be present in the home, when child minding takes place.

Standard 13 Day Care (DC): Suitable person

Outcome: Children's needs are fully met by those who look after them.

The responsible individual is responsible for ensuring that:

13.1(DC) They are able to demonstrate their suitability and that of any other person providing day care, looking after children of the age they are registered to care for or having, or likely to have, unsupervised contact with them.

13.2(DC) All information requested by CIW in order to establish their suitability and the suitability of all staff and any other person aged 16 years or over who lives, works (including on a voluntary basis) or is otherwise present on the relevant premises and has, or is likely to have, regular contact with the children, is provided. The suitability checks will comply with the Regulations and include a DBS enhanced disclosure check. All relevant checks must be completed before persons start working with children or having regular unsupervised contact with children.

13.3(DC) Prior to their appointment, a person in charge (manager) has at least 2 years' experience of working in a day care setting.

13.4(DC) All staff have the appropriate experience, qualifications, skills and ability to do their jobs.

13.5(DC) All staff are mentally and physically capable of caring for children.

13.6(DC) The person in charge has at least a level 3 qualification recognised on the Care Council for Wales' current list of Accepted Qualifications for the Early Years and Child Care Workforce in Wales or Skills Active's Integrated Qualification Framework for Play work (or any lists which supersede them), which is appropriate to the post.

13.7(DC) (a) At least 50% of the non-supervisory staff holds a qualification at least at level 2 from the Care Council for Wales' current list of Accepted Qualifications for the Early Years and Child Care Workforce in Wales or Skills Active's Integrated Qualification Framework for Play work (or any lists which supersede them), which is appropriate to the post. At least half of these have a qualification at level 3.

13.7(DC) (b) For full day care at least 80% of the non-supervisory staff holds a qualification at least at level 2 from the Care Council for Wales' current list of Accepted Qualifications for the Early Years and Child Care Workforce in Wales or Skills Active's Integrated Qualification Framework for Play work (or any lists which supersede them), which is appropriate to the post. At least half of these have a qualification at level 3.

13.8(DC) All trainees work under close supervision at all times.

13.9(DC) All staff receive induction training which includes health and safety and child protection policies and procedures during their first week of employment.

13.10(DC) The continuing training needs of staff are addressed and provided for on a regular basis.

13.11(DC) All paid staff receive regular one-to-one supervision which encourages them to think about the quality of their practice and raise any safeguarding concerns. They also receive formal appraisal at least once a year.

13.12(DC) In settings caring for under 2s:

- 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 at least two years' experience of working with children under 2 years.
- Arrangements for staffing minimise the number of carers for an individual child (see standard 8.6).

Conduct and management of the services

Standard 14: Organisation

Outcome: Parents and children benefit from a well organised and planned service.

The responsible individual is responsible for ensuring that:

14.1 An operational plan is developed and periodically reviewed. This is available to parents. The aim of this plan is to ensure that the service is well planned and organised and to allow maximum flexibility in organising the provision according to available resources and the needs of children and families. The content of the plan will vary according to the type of provision, but may include:

- Details of the organisational structure.
- Lines of management.
- Details of the premises and facilities and how they are used.
- Training plans.
- Information about the development of the service.
- Action plans.

14.2 Staff are employed effectively within the provision to ensure the safety, welfare and development of children.

14.3 There is a named deputy who is able to take charge in the absence of the person in charge. This does not apply to child minders.

14.4 Children aged under 2 years are cared for in groups of no more than 12. Otherwise, the size of a group never exceeds 26 children. A provision may include more than one group. While smaller key groups with consistent staff should be the norm, movement of children and staff between groups in the course of the day may be encouraged within the setting, if that is planned to provide a richer experience for children.

14.5 Every child is allocated to a member of staff who is their key worker. The key worker is mainly responsible for their well-being on a daily basis and ensures that information about the child is exchanged with the parent.

14.6 Children have the opportunity to interact with the adults caring for them. Staff actively seek to build good relationships with the children and include opportunities for small groups of children to interact and play together.

Standard 15: Staffing ratios

Outcome: Children benefit because the ratio of adults to children conforms to best practice.

The responsible individual is responsible for ensuring that:

15.1 The required adult: child ratios are met.

15.2 Any care provided for children over the age of 12 does not adversely affect the care provided for children under the age of 12 and vice versa.

15.3 There are always at least two staff on duty.

15.4 Staffing levels are maintained during outings and, according to circumstances, it may be necessary to exceed them. Staff supervising outings are qualified to level 3.

15.5 Suitable contingency arrangements are in place to cover emergencies and unexpected staff absences. There are sufficient, suitable staff and volunteers to cover staff breaks, holidays, training, sickness and time spent with parents.

15.6 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 or snacks, for domestic tasks and to maintain premises and equipment if it involves a member of staff leaving their childcare duties.

15.7 The maximum number of children for whom a child minder may care is as follows:

- Ten children up to 12 years of age.
- Of those ten children, no more than six may be under 8 years of age.
- Of those six, no more than three may be under 5 years of age.

- Of those three children, normally no more than two may be under 18 months of age, although exceptions can be made for siblings.

15.8 Where a child minder employs an assistant, the same adult: child ratios apply to the assistant, as the child minder, for any additional children. However, the space available for children on the premises may also affect the numbers for which provision can be registered.

15.9 Children aged 3-5 years who attend full-time education provision may be classed as over 5 years for the purposes of the ratios relevant to child minders. In line with Standard 15.7, at no point must a child minder care for more than ten children at any one time.

15.10 The ratios include a child minder's own children and any others for whom she/he is responsible and who are on the premises.

15.11 Students on training placements of 12 weeks or less are not included in the adult: child ratio

15.12 In day care the minimum staffing ratios are:

- One adult to three children under 2 years.
- One adult to four children aged 2 years.
- One adult to eight children aged 3 - 7 years.
- One adult to ten children aged 8 – 11 years. These ratios include any children of staff or volunteers and apply to any activity including escorting and transporting children. Regular volunteers can be taken into account in the normal staffing ratios.

15.13 In full day care settings registered for 20 or more children, the manager should not be included in any calculation of adult:child ratios. For settings registered for less than 20 children, there is no expectation for the manager to be supernumerary and therefore, the manager may be included in the adult: child ratio calculations.

15.14 The minimum staffing ratio in open access play provision of 1:13 for children aged under 8 remains. Children under 5 do not generally attend such provision and ratios may need to be higher for schemes which operate in public parks. For children aged 8 up to 12 years, staffing ratios should be sufficient and proportionate, contributing to a positive environment for all children attending. Staffing ratios should reflect the circumstances of the setting, including the site and level of activities undertaken, how risks are managed, the experience and qualifications of staff, community context, age and abilities of the children attending and allow for contingency in case of emergencies. The ratio of persons with current first aid qualifications will need to reflect these circumstances. The responsibility for setting ratios in the new standard will rest with the service and will depend on the diverse circumstances that may apply in the provision of open access play you operate.

15.15 Where play provision operates indoors, the responsible individual has a system which enables them to know which children are on their premises.

15.16 Day care provision (including open access play provision) offering specialist activities maintain written operating procedures for each specialist activity programme. These operating procedures must:

- Be appropriate to the site and level at which activities are undertaken.
- Define the competencies, qualifications and/or experience required of staff undertaking different levels of responsibility.
- Be consistent with the Health and Safety Executive Guidelines, where appropriate, Activity Centre Advisory Committee Guidelines, where they are established and with the National Governing Body Guidelines, where they are relevant, to the safe conduct of the activity at the level undertaken.

15.17 All staff with management responsibility for an activity, possess the competencies, qualifications and experience required to discharge the responsibility. An activities licence is required where applicable.

15.18 If the nature of the day care provision means that there are changing numbers (e.g. in the case of a crèche or other drop-in provision) there must be adequate staff to ensure the security of any group of children which is constantly changing and give children the help they need to settle in. Regular volunteers and trainees can be taken into account in the normal staffing ratios.

Standard 16: Equal opportunities

Outcome: All children are treated with equal concern and respect.

The responsible individual is responsible for ensuring that:

16.1 Equality of opportunity and anti-discriminatory practice is promoted in the setting.

16.2 There is an equal opportunities policy, which is consistent with current legislation and guidance and is regularly reviewed. All staff and volunteers understand and implement this policy and it is available to parents.

16.3 All children and adults are treated with equal concern and the responsible individual complies with relevant anti-discriminatory legislation and good practice in all areas, including employment, training, and admission to day care and access to the resources, activities and facilities available.

Standard 17: Financial procedures

Outcome: Children and their parents are safeguarded by the responsible individual operating sound financial procedures.

The responsible individual is responsible for ensuring that:

17.1 Effective financial procedures are operated.

17.2 There is adequate public liability insurance, and valid insurance for vehicles if used.

17.3 If requested by CIW, records of all financial transactions relating to the provision of care to relevant children must be made available.

Standard 18: Quality assurance

Outcome: Children and their parents benefit from a quality service that is effectively monitored.

The responsible individual is responsible for ensuring that:

18.1 There are effective quality assurance and quality monitoring systems in place. The views of the children and their parents are sought as part of this process to measure the success of the service in meeting the assessed needs of the children.

18.2 There is continuous monitoring of the quality of service provided that meets the requirements of regulations (Child Minding and Day Care (Wales) Regulations 2010 (as amended), Regulation 16 – Review of quality of care).

18.3 They take account of the advice and recommendations of CIW and any professional bodies to which they may be affiliated.

Complaints, protection and notifications of significant events

Standard 19: Complaints

Outcome: Children and their parents are confident that their complaints will be listened to, taken seriously and acted on.

The responsible individual is responsible for ensuring that:

19.1 A simple, clear and accessible written complaints procedure is in operation, which complies with the Regulations.

19.2 The complaints procedure includes information about how to contact CIW, including the name, address and telephone number of the relevant CIW office.

19.3 All complaints are handled in a sensitive and confidential manner.

19.4 Complainants are informed that they have the right at any time to complain to the local authority which has arranged for the provision of child minding or day care for the particular child. Complainants must also be informed that they have the right at any time to complain to CIW.

19.5 They consider and, where possible, investigate and resolve complaints locally

19.6 The complainant is notified, in writing, of the outcome of the investigation within 14 days of receiving the complaint. With the agreement of the complainant the period for resolution may be extended by up to a further 14 days if necessary.

19.7 An accurate and detailed written record of all complaints is kept, which includes the following information:

- Name of complainant.
- Nature of complaint.
- Date and time of complaint.
- Action taken in response to complaint.
- Result of complaint investigation.
- Information given to the complainant, including the date of response.

Standard 20: Child protection

Outcome: Children are protected from harm and abuse and parents are confident that all possible steps to protect children from abuse are taken.

The responsible individual is responsible for ensuring that:

20.1 The protection of the child is the first priority and it is everybody's responsibility.

20.2 There is a written child protection policy in place. The policy should demonstrate its awareness of the Local Safeguarding Children Board (LSCB) and All Wales Child Protection Procedures. In producing this policy, the responsible individual must also be familiar with the Welsh Government's statutory guidance on safeguarding children under the Social Services and Wellbeing (Wales) Act 2014.

20.3 The child protection policy is shared with parents before a child is admitted and clearly states staff responsibilities for reporting suspected child abuse or neglect. It includes contact names and telephone numbers and the procedures to be followed in the event of an allegation being made against a member of staff or volunteer and the implications for disclosure of information.

20.4 A designated member of staff has attended a child protection training course and is responsible for liaison with child protection agencies in any child protection situation.

20.5 Any persons working and looking after children are able to put the policy into practice and are aware of safeguarding and child protection issues, including physical abuse, neglect, emotional abuse and sexual abuse and are able to implement the procedures.

20.6 Staff are aware of their responsibility to report concerns according to LSCB procedures without delay.

Standard 21: Notifications of significant events

Outcome: Impacts of changes on children's welfare are made known.

21.1 CIW is informed of the following immediately in line with the regulations (Regulation 31, Schedule 4):

- In the case of child minding, the full name, date of birth, and former names or aliases and home address of a change in any person looking after children on the relevant premises or any person living or employed on those premises.
- Any change in the type of care provided by a responsible individual or in the hours during which care is provided.
- In the case of day care, the full name, date of birth, and former names or aliases and home address of a change in any person in charge, anyone looking after children on the relevant premises, anyone living on those premises, or anyone else working on the premises in the same part, or at the same time, as the children are looked after.
- Where the day care is provided by a committee or corporate or unincorporated body, the full name, date of birth, and former names or aliases and home address of a change in the Chair, Secretary, Treasurer, or other person holding a comparable position in the organisation.
- Any change in the name or home address of the responsible individual or any of the persons described above.
- In the case of day care, any change in the name or address of the registered or principal office, where the responsible individual is an organisation.
- In the case of day care, any change in the facilities to be used on the relevant premises, including changes in the number of rooms, their functions, the numbers of lavatories and washbasins, any separate facilities for adult workers and access to the premises for cars.
- The outbreak at the relevant premises of any infectious disease which in the opinion of any registered medical practitioner attending a child or other person at the premises is sufficiently serious to be so notified, or of any serious injury to, serious illness of, or the death of, any child or other person on the premises.
- Any allegations of serious harm to a child committed by any person looking after relevant children at the premises, or by any person living, working or employed on the premises, or any abuse which is alleged to have taken place on the premises.
- Any other event likely to affect the suitability of the responsible individual to look after children or the suitability of any person living, working or employed on the premises to be in regular contact with children.
- Any other significant event which is likely to affect the welfare of any child on the premises.

The physical environment

Standard 22: Environment

Outcome: Children are cared for in an environment that is safe, secure and suitable for their purpose.

The responsible individual is responsible for ensuring that:

22.1 The setting is welcoming and friendly to children and parents and provides a rich environment for play.

22.2 The physical environment is safe, secure, and suitable for their purpose. The provision provides adequate space in an appropriate location, is welcoming to children and offers access to the necessary facilities for a range of activities that promote their development.

22.3 Any premises that are part of the provision are clean, well-lit with adequate natural lighting, adequately ventilated and maintained in a suitable state of repair and decoration.

22.4 There is access to a telephone.

22.5 Rooms are maintained at a temperature of at least 18 degrees Centigrade (65 degrees Fahrenheit).

22.6 Play areas are large enough to give scope for free movement and well spread out activities.

22.7 In child minding provision, the indoor playing space provides at least the following minimum per child:

- under 2 years – 3.5 sq metres;
- 2 to 7(incl) years – 2.5 sq metres;
- 8 to 12 years – 2.3 sq metres.

22.8 In calculating the space requirement for all age groups, a number of rooms in the premises excluding toilets can be designated.

22.9 The premises where day care is provided are for the sole use of the facility during the hours of operation.

22.10 The indoor playing space in day care (including open access play provision) provides at least the following minimum per child:

- under 2 years - 3.7 sq. metres;
- 2 years - 2.8 sq. metres;
- 3 to 12 years - 2.3 sq. metres.

22.11 In calculating the space requirement for all age groups a number of rooms in the premises excluding toilets, storage areas, thoroughfares, dedicated staff areas, cloakrooms, utility rooms, and kitchens can be designated.

22.12 Within the operational plan, it is clear how the indoor play space will be divided up and used to provide activities for groups of children and how staff will be deployed within it. The expectation is that these arrangements may need to be flexible and will vary according to the activity and needs of the group of children being cared for.

22.13 If day care is provided for babies and toddlers on non-domestic premises:

- There is a separate base room for children under 2 years of age. However, they should be able to have contact with older children and details of how this will be achieved should be included in the operational plan and agreed with CIW.

- Nappy changing facilities are provided which meet environmental health standards.
- Quiet areas are provided to facilitate individual sleep patterns.

22.14 In day care settings, there must be separate toilet facilities for adults. Staff should have a room or area available for breaks, away from areas being used by children.

22.15 A separate space or a partitioned area is available for children who want to relax, play quietly or sleep. It is equipped with appropriate furniture. This area may be converted from normal play space, but must allow children to rest safely without disturbance.

22.16 There is adequate storage space for equipment.

22.17 Normally, outdoor play space adjoining the premises is provided. It is safe, secure, well maintained and exclusively for the use of the children when the provision is operating. Exceptionally, where outdoor play space cannot be provided, children are safely escorted to local parks, playgrounds or the equivalent on a regular basis.

22.18 There is a minimum of one toilet suitable for use by the children being cared for, and one wash hand basin with hot and cold water available for every 10 children over the age of 2 years. Paper towels or separate towels are provided for each child. The toilets must afford children privacy and be appropriate for the age of the child.

22.19 There is an area where confidential information and necessary records can be stored securely and where staff may talk to parents confidentially.

22.20 In day care settings with built premises, there is a kitchen which is adequately equipped to provide meals and snacks for children and staff on the premises. If this is not available, the responsible individual will show how adequate arrangements will be made to provide food and drinks for children and staff.

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

22.22 The kitchen conforms to environmental health and food safety regulations.

22.23 Arrangements are made, where necessary, to ensure that an adequate supply of clean bedding, towels, spare clothes and any other linen is always available.

Standard 23: Equipment

Outcome: Children have access to furniture, equipment, toys and materials that are appropriate and suitable for their needs.

The responsible individual is responsible for ensuring that:

23.1 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 BS EN safety standards or relevant Toys (Safety) Regulations where applicable.

23.2 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 attending and promote their cultural awareness and equal opportunities.

23.3 Where public unsupervised playgrounds are used, the children do not use faulty equipment.

23.4 Where indoor space is provided, there are sufficient numbers of child-sized chairs and tables to allow flexible arrangements for groups of children to play and eat together.

23.5 There is adequate equipment for outdoor and sporting activities where applicable.

23.6 During water sports, adequate lifesaving equipment and buoyancy aids are provided.

23.7 If caring for babies and other children under 2:

- 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.

Standard 24: Safety

Children are cared for and have their needs met in a safe environment.

The responsible individual is responsible for ensuring that:

24.1 Safety is promoted within the setting and on outings, and proper precautions are taken to prevent accidents.

24.2 Hazards to children on the premises, both inside and outside, are kept to a minimum. Health and safety regulations are complied with and staff are trained to understand health and safety requirements for the environment in which they work.

24.3 Children are supervised at all times, and extra care is taken during activities which may carry some level of danger.

24.4 Children can play safely outside through a combination of supervision and protection from hazards.

24.5 There is a system for managing access to the premises and a record of visitors kept.

24.6 When in high or low chairs children are secured in safety harnesses as appropriate.

- 24.7 Sleeping babies are frequently checked by a member of staff. All persons providing care are made aware of guidance on sleeping babies.
- 24.8 The premises, including any outside play areas, are secure and children under the age of 8 are not able to leave unsupervised. Children aged 8 and over are only able to leave under arrangements which have been pre agreed with the parents. This does not apply to open access play provision.
- 24.9 In open access play provision operating in public parks or other public areas, children are not at risk from members of the public and are protected from unwanted attention.
- 24.10 In open access play provision good practice should be followed in terms of safety and child protection when children are leaving the provision.
- 24.11 A risk assessment of the premises is completed at least annually and is reviewed when there are any changes to the premises or the needs of the children. An action plan with timescales identifies action to be taken to minimise identified risks.
- 24.12 Risk management of individual activities and play opportunities balances risk of harm against the benefits for the child, for example, in extending their knowledge of the world, developing skills and physical or emotional well-being.
- 24.13 Ponds, drains, pools or any natural water, are made safe or inaccessible to children.
- 24.14 There are no poisonous or hazardous plants indoors where childcare is delivered. Poisonous or hazardous outdoor plants should be inaccessible to children.
- 24.15 Any door fitted with glass has safety glass or is covered with protective plastic film.
- 24.16 Adequate public liability insurance for the provision is in place.
- 24.17 Potentially hazardous equipment and substances are securely anchored and/or stored out of reach of children.
- 24.18 Where required by relevant legislation, gas, electrical, oil or solid fuel burning appliances and fittings, including central heating systems and fires, are regularly checked by an approved technician. Such appliances must conform to safety requirements, are to be appropriately guarded and must not cause a hazard to children. Appropriate certification must be kept and be available for inspection by CIW.
- 24.19 Any recommendations made by the Fire Safety Officer are complied with and adequate precautions are taken against the risk of fire.
- 24.20 There are clearly defined procedures, known to all staff, for emergency evacuation of any premises. Fire drills are carried out at least every 6 months, recognising that children benefit from more frequent practice. Records are kept to the satisfaction of the Fire Safety Officer, are kept for inspection in a fire logbook and safety certificates are obtained as required.
- 24.21 There are suitable means of escape for staff and children from all floors.
- 24.22 Fire doors are neither obstructed nor propped open; and fire exits are clearly identified and easily opened from the inside.

24.23 Fire blankets, extinguishers, alarms and smoke detectors which conform to BS EN standards are provided as necessary. This includes at least one working smoke or heat detector on each floor. These are checked to the frequency specified by the manufacturer and kept in working order.

24.24 For non-domestic premises all providers comply with the Regulatory Reform (Fire Safety) Order 2005 and accompanying statutory guidance.