

Complaints Commitment

Ofsted are revising their commitment to handling complaints about childminders and daycare providers.

Full details were published on the Ofsted website in May - the main changes are outlined below.

Ofsted are revising their complaints commitment because Ofsted want to ensure parents and carers have the most up to date information about those who they choose to provide care for their child.

The revised commitment means that Ofsted will:

1. Publish new complaints information on their website, **separate** from inspection reports **as soon as they have completed an investigation**
2. Continue to publish information relating to complaints, made against childminders or childcare providers, only in circumstances where Ofsted, or the provider, take action to meet the legal requirements of registration
3. Publish historic information about complaints received since a provider's last inspection where Ofsted, or the provider, took action to meet legal requirements
4. Remove complaints information from the website five years after the closure of the complaint investigation.

Information about complaints received prior to a provider's last inspection will remain accessible in the last inspection report. This is to ensure that parents and carers can access a full history of complaint information. Ofsted will make complaints information available on request to people who are unable to access their website either in writing or over the telephone.

The first commitment, in particular is a major change in managing complaint information as complaints (where actions have been required) will not only be published separately to the main report (and hence more accessible to parents) but they will also be published on completion of an investigation i.e. Ofsted will no longer wait to include the complaint on the provider's next inspection report but will report it as and when - information to parents will therefore be much more up-to-date.

Good Practice Forms

Trio have developed a range of brief activity sheets that individual childminders can use to prompt self-reflection and development. There are a wide range of subjects covering:-

- . Behaviour
- . Business
- . Childrens Learning and Development
- . Continuity
- . Equal Opportunities
- . Keeping Children Safe
- . Nutrition and diet
- . Respecting Confidentiality
- . Risk Assessment
- . Health and Safety
- . Support & Liaison
- . Working in Partnership with Parents and Carers

If you would like a copy of one or more please contact your Childminding Development Worker or Debbie Spice -01793 849621.



FEATURED:

MEET
YOUR TRIO
TEAM

QA SCHEME
MEETINGS

CHILDMINDER
DROP INS
VENUES ETC

POLICIES AND
PROCEDURES
FAQ

OFSTEDS
NEW
COMMITMENT
TO
COMPLAINTS

FSID ADVICE

USEFUL
WEBSITE
ADDRESSES

Plymouth Newsletter

Issue 3

July 2009

Childminding Support

Welcome to the Summer Issue of the Plymouth Newsletter.

We would like to introduce you to the latest member of the team:



Hi, my name is Gina and I joined Trio as a Childminder Development Worker for Plymouth in May. I have been registered as a childminder since October 2005 and I am currently childminding two full days per week as well as after school pick-ups. Since becoming a childminder I have continued my professional development by completing an NVQ level 3 in Children's Care, Learning and Development and becoming an accredited childminder. I am looking forward to meeting and supporting Plymouth childminders. I believe that childminding can be a rewarding career and I am interested in raising the profile of childminders to take into account the responsible job that you do. So see you soon. Gina

My contact details: 07545745955

Gina.vernon@triochildcare.co.uk

Got your own or want to have a business name?

If you would like to register your existing, or create and register your own **business name** then you can do this via 'The National Business Register'. The current cost is £82.00 and would ensure that you are the unique owner of your name.

The £82.00 covers expenses incurred **should** someone try to use an already registered name as the Business Register Plc would cover all legal costs.

Existing names can be searched via their website on www.start.biz.

Contact : The National Business Register on
0121 678 9000



Quality Assurance Workshops

Do you provide Quality Daycare?

Would you like to improve the quality of care you offer the children and families in your care?

Would you like your quality verified through a nationally recognised scheme?

Then book a place on one of the following workshops to find out more about the two schemes (Children Come First and Bristol Standards) available to you in Plymouth plus information about the Diploma in Home-based Childcare (a nationally recognised Level 3 qualification in childcare) and the Early Years Professional Status.

Date	Time	Venue
Thursday 20 th August 2009	6:30-9:30pm	Plym View Space for Sports & Arts Plym View Primary School Efford
Wednesday 9 th September 2009	6:30- 9:30pm	Plymstock Childrens Centre Dunstone Primary School Plymstock
Monday 21 st September 2009	6:30 – 9:30pm	Whitleigh Childrens Centre Lancaster Gardens Whitleigh

Remember you must phone and book your place—numbers limited

Autumn Term CCF Support Meeting for Approved & Accredited childminders

Date/Time	Venue	Theme
Monday 7 th September 2009 7:00 – 9:00 pm	To Be Confirmed	Forest School Taster Session

STAFF CONTACT DETAILS

Plymouth Staff	Children Centres linked to:-	Working Days	Mobile Tel Number
Gina Vernon (Childminding Development Worker)	Plymbridge; Lark; Four Woods	Mon; Thurs; Fri	07545745955
Louise Fisher (Childminding Development Worker)	Whitleigh & Southernway; Plum-tree; Nomony; Green Ark	Mon – Fri	07816280952
Sarah Cotter (Childminding Development Worker)	Crownlands; D.E.L.L.; Keystone Morice and Manor Street; Plymouth YMCA; Plymstock CC; Sweet Peas; Tamar Folk	Mon - Fri	07545745966 – please note new number
Deborah Spice (Administrator)		Mon-Weds, Fri	01793 849621
Erika Willson (Childcare Services Manager for Devon & Plymouth)		Mon - Fri	07500 331682

Policies and Procedures - FAQs

1. the protection of children, intended to safeguard the children being cared for from abuse or
2. complaints which relate to the requirements of the Childcare Register and which a parent
3. including the outcome of the investigation and the action the provider took in response (Req. Ref. CR7.3, Page 5).

Most childminders are on the Childcare Register in addition to the Early Years Register . therefore the above applies to most childminders.

I have no idea how to write a policy or procedure –help!

There are a few ground rules to writing a policy or procedure.

1. Why am I writing this policy/procedure; what am I aiming to explain?
2. Is it clear and easy to understand? Have I used jargon?
3. Does it clearly show how I work and what I will do in certain circumstances? If you work with an assistant, is this reflected in the wording of the policy or procedure i.e. “we” instead of “I”?
4. Is it up to date; reflecting current work practices; new developments and statutory requirements?
5. When will I review it?
6. How will I share them with parents/carers?
7. Have I signed and dated each policy/procedure? Have parents/carers signed to say they have read and understand? Has your assistant signed?

Can I use model policies and procedures?

Yes of course, but they must reflect how you work so read them very carefully and write them out so that they are personal to you and your practice.

So where can I find models?

Have a look on the following websites:-

www.triochildcare.co.uk
www.ncma.org.uk
www.devonca.org.uk

Is there anything else I ought to have in a written format?

Yes, you **must** have a written risk assessment for outings, giving consideration to specific outings (think about transport to destination). You should also have a written risk assessment for your home, including your garden. You should review your risk assessment at least once a year; whenever a new child starts; after changes to your environment and after any legislative changes. (EYFS Statutory Framework; page 33 and 40)

You should carry out regular fire drills with all the children in your care and the outcomes of these drills need to be recorded in a fire log book especially if any problems were encountered. (EYFS Statutory Framework; page 34)

Policies and Procedures - FAQs

What is a policy and what is a procedure?

A **policy** is a plan of action adopted by an individual or social group.

A **procedure** is a particular course of action intended to achieve a result i.e. how you will carry it out

Why do I need a policy or procedure?

Childcare Register requirements but all are a means to taking time to consider how you plan to work and a way of sharing this with parents/carers, Ofsted and others you may work with.

Which ones must I have?

1. Safeguarding Children policy . including a procedure to follow if an allegation is made against the childminder or assistant/family member (EYFS Statutory Framework; page 22)
2. Complaints procedure (EYFS Statutory Framework; page 23)
3. Non-collection of child procedure (EYFS Statutory Framework; page 23)
4. Missing child procedure (EYFS Statutory Framework; page 23)
5. Equal Opportunities policy (EYFS Statutory Framework; page 25)
6. Administering Medicines policy (EYFS Statutory Framework; page 26)
7. Sick or infectious children procedure (EYFS Statutory Framework; page 26)
8. Behaviour Management policy (EYFS Statutory Framework; page 28)
9. Emergency Evacuation of Premises procedure (EYFS Statutory Framework; page 34)

Which ones should I have?

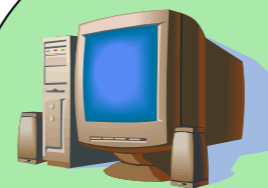
- No smoking policy (EYFS Statutory Framework; page 27)
- Emergency Contingency plan (EYFS Statutory Framework; page 32)
- Health and Safety policy (EYFS Statutory Framework; page 33)

Do they have to be written?

expected to ensure that any assistants are aware of all policies and procedures and that they are able to clearly define them for parents and others as and when requested. However, it will not be

But if they are not written, how you can be sure that parents etc fully understand your policy or procedure and that you are consistent in the information you give to each parent etc?

In addition, the document **Ofsted publication ref. no: 080161 August 08** does specify that childminders on this Register must have **written** statements as follows:



Useful website addresses

We have put together a list of useful websites, if you are looking for updates or innovation one of the following sites should help. Remember if you don't have access to a computer why not try your local library or your local Children Centre.

Ofsted Factsheets

Ofsted have published two new factsheets on their website:

[The use of assistants by childminders on the Early Years and Childcare Registers](#) (Reference 080289)

This factsheet sets out Ofsted's policy and understanding of the law about the use of assistants by childminders on the Early Years and Childcare Registers.

[Requirements for written documents: childminders delivering the EYFS](#) (Reference 080294)

This factsheet sets out the records, policies and assessments that childminders must make and to keep.

You can find the complete list of childcare factsheets under F in the [Forms and guidance A-Z](#).

Resource Websites

www.open.ac.uk/darwin - have fun uploading a photo and then taking your image back 3.7 million years; 2.2 million years; 1.8 million years or a mere 500,000 years! Great fun for the older child.

www.sparklebox.co.uk – a useful site for free downloadable resources including displays; certificates and signs.

www.instantdisplay.co.uk – timesaving website for labels and posters with a small charge for each set. Can even have your own set designed for you.

www.tes.co.uk/resources - aimed at teachers but can be useful in an early years setting too. You can search for events by the month i.e. did you know that 19th September is National Talk Like a Pirate day (oo-ar!) or 18th October is RSPB Feed the Birds day?

Useful websites

www.ofsted.gov.uk/newsletter - get regular updates direct from Ofsted.

www.ncma.org.uk NCMA News highlights news and events of interest and is available to all; you don't have to be a member. Each monthly issue of NCMA News also showcases an example of good practice in home-based childcare.

www.plymouth.gov.uk/homepage A range of local information is available on the homepage including training and Children's Centres.

www.plymouth.gov.uk/homepage/education/allchildrenfirst/informationupdates These information updates are available on a weekly basis. The information is for the childcare provider sector (child minders, pre-schools, nurseries and out of school clubs)

www.cwdcouncil.org.uk/qualifications-list This is a database listing existing early years and playwork qualifications. From September 2009 this will be replaced by the Qualifications List and from this date local authorities, employers, **practitioners** and Ofsted inspectors must use the Qualifications List exclusively. This is the best way to check if your qualification is valid and, if it's not, what training and development pathways are recommended.

www.dcsf.gov.uk/everychildmatters This new site provides a single channel for information aimed at professionals within the children's workforce. Designed to be easier to use and to enable the DCSF to communicate more effectively online, the new site incorporates the best and most useful functionality from each of the three former sites: [Every Child Matters](#), [Local Authorities](#) and [Sure Start](#).

The Foundation for the Study of Infant Deaths

Sleep simple, Sleep safe

fsid
Giving babies the chance of a lifetime

Please turn over for advice on these products • Helpline: 020 7233 2090 Website: www.fsid.org.uk

The only five essentials to buy to reduce the risk of cot death

Blankets or baby sleep bag
It can be dangerous if your baby's head becomes covered when she sleeps. Place her with her feet to the foot of the cot, with sheets and blanket/s firmly tucked in and no higher than her shoulders, so she can't wriggle down under the covers. Or, you can use a baby sleep bag.

Mattress
It is very important that your baby's mattress is clean, dry, firm, flat and well fitting. Ideally you should buy a new mattress for each new baby. If you are not able to do this, use the one you have as long as it was made with a completely waterproof cover and has no tears, cracks or holes.

Cot
The safest place for your baby to sleep is on his back in a cot, crib or Moses basket in a room with you for the first six months. If you use a Moses basket make sure it has only a thin lining.

Thermometer
Babies don't need especially warm rooms. All-night heating is rarely necessary. To keep an eye on the temperature buy a simple room thermometer, available for £2.75 from FSID on 020 7802 3200 or www.fsid.org.uk

Dummy
Using a dummy every time you settle your baby to sleep – day and night – can reduce the risk of cot death. If breastfeeding, do not begin to give a dummy until your baby is one month old to ensure breastfeeding is well established. Don't worry if the dummy falls out while your baby is asleep, and don't force him to take a dummy if he doesn't want it. Never coat the dummy in anything sweet. Gradually wean him off a dummy after six months and before one year.

For more information or to have your questions answered call 020 7233 2090, email helpline@fsid.org.uk or visit www.fsid.org.uk

Foundation for the Study of Infant Deaths,
11 Belgrave Road,
London SW1V 1RB

I want a safe sleeping place

For further information/resources visit their website <http://www.fsid.org.uk>

Children's Centres - Childminder Drop-in Groups

Children's Centre/ Area	Contact	Telephone Number	Duration	Mon	Tues	Wed	Thurs	Fri
Sure Start Keystone Morice Town	Reception	01752 208660	1st Mon month/term time	10-12 pm				
Sure Start Keystone Manor Street	Reception	01752 208650						
(Green Ark) Stoke Methodist Church	Reception	01752 565555	Weekly - Stoke Meth- odist Church					9:30- 11:30 am
LARK CC North Prospect	Abbie Davis	01752 294227	2nd Wed monthly			9:30-11 am		
Sure Start Tamar Folk St Budeaux	Reception	01752 431600	1st and 3rd Wednesday	9:15- 11:15				
Four Woods CC West Park	Reception	01752 366795	Can access any groups					
Whitleigh CC Whitleigh	Ruth Simpson	01752 775849	Welcome to attend all groups					
Southernway CC Southway	Ruth Simpson	01752 775849	Weekly (starts Mon 29 June)	9:30- 11:30	Welcome to attend all groups			
Will run through the holidays								
Crownlands CC Eggbuckland	Jan Hickey	01752 770321	Last Mon of month	10-12 pm				
Sweet Peas CC Peverell	Karen Murphy	01752 290559	Weekly		1:30-3 pm			
YMCA CC Honicknowle	Reception	01752 207918	To be con- firmed					
Plymbridge CC Estover	Reception	01752 786444	Can access any group					
DELL CC Efford	Reception	01752 306334	To be con- firmed					
Nomony CC Cattedown	Reception	01752 667869	1st Tues- day, monthly		1:30-3:00 pm			
For commencement date please contact the centre								
Plum Tree CC Plympton	Reception	01752 283826	1st Monday 9:30-11	3rd Mon 10-11:30				
Plymstock CC Plymstock	Reception	01752 407496	To be con- firmed					