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This information is to give you an idea of how I work and what I can offer for you and your child. If there is anything which is not included, then please do ask and I be happy to go through this with you.

These policies and procedures are put into place so we both have an understanding of how the setting is run and what is expected of each other.



About Me

I am a new childminder in the village of Kedington near Haverhill. Our family home is well equipped with toys, books and resources to promote children's wellbeing and development. We have an outdoor area with a play house, ride ons, slides and hopefully soon a water wall!

My husband and I have 2 boys; a 4-year-old who attends Kedington Primary Academy and a 2-year-old who is at home with me. They are very sociable and excited to be welcoming some new friends into our home. We also have a 10-year-old sausage dog who likes to laze about in his own dedicated area. I have good links with the local school and pre-school and will be offering drop-off and pick-ups to these.

I have a long-standing passion for providing children with a nurturing and inspiring atmosphere to enable them to learn and grow into confident young people. All who know me would say that I have always loved to be around children and enjoy getting in the thick of it with messy play or rough and tumble. I genuinely enjoy the energy and enthusiasm that children have and find it infectious. I am thrilled to finally be in a position to offer children a home-from-home environment while following the Early Years Foundation Stage framework to provide early years' education and support all areas of learning and development.

As a parent, myself who has used a childminder, I can understand how daunting and worrying the process of deciding on child care is as well as those first days of leaving your child with somebody new. Rest assured, I will do all I can to make both you and your child as happy and comfortable as possible. If you have any questions at all, please do not be afraid to ask.

My Experience

I have recent Early Years' experience working at a preschool and also as a Childminding assistant. I have been a breastfeeding peer supporter, working with babies and parents right from birth and upwards.

I have experience of working with people with a sensory impairment, working for many years as a care assistant for adults with learning difficulties and with both children and adults with complex mental health needs. I have (personal and professional) experience with breastfeeding / paced feeding of breast milk as well as formula feeding, cloth nappies and baby wearing.

My Qualifications

PACEY Home Based Childcare Award Level 3

UNICEF Baby Friendly Initiative Trained

British Sign Language Level 1

Braille Level 1

Safeguarding Children

Paediatric First Aid Level 3

Food Safety and Hygiene Level 2

Supporting Children with Speech, Language and Communication Needs

Expectations of Behaviour



About the Setting

Our family live in a 4-bed house on a quiet estate in the village of Kedington. Within walking distance there is a newly refurbished park with an array of play equipment and many meadows and wooded areas to explore.

The home is open-plan with plenty to space for children to play and learn. Our kitchen is used for baking and science experiments, the lounge is used for play as well as rest time. The dining area houses many of the resources for self-selection and has French doors to provide free access into the garden.



Our garden is fully enclosed and secure. We have a playhouse / café which the children love, ride-ons and slides as well as a water wall. The paved garden area allows for year-round play in all weathers to ensure we all get as much fresh air as possible!

To the front of our home is a large public green which we play games on in the nicer weather.

All activities are planned using the Early Years Foundation Stage Framework (2017) and will play to your child's current strengths and interests as well as giving them the opportunity to expand their knowledge and abilities. If you would like to see more information on the EYFS then please let me know.

I use the Baby's Days system which holds all information on a secure online portal. This allows access your child's learning journey, daily diaries (including pictures and videos), policies and procedures and permissions as well as sign documents using your phone or tablet. More information can be found at <http://www.babysdays.com>.





Opening Hours

Victoria's Childminding is open from 7am-6pm Monday to Friday both term time and throughout the school holidays.

I will be closed all public and bank holidays and full fees will be charged for these days. I will also be closed between Christmas and New Year.



Trips Out and Classes

I will be taking your child out to local playgroups, library sessions etc. The cost of these will be included in the fees where possible. Certain activities with higher entrance fees or fuel costs will incur an additional charge, however I will notify you and seek your permission beforehand.



Rates

Standard Day Rate Charges

Hourly Rate:	£ 4.00
School Holidays:	Half Fees to hold place open
Late Payment Fee:	£ 5.00 for each late day
Late Collection Fee:	£ 3.00 per 15 minutes after the contracted collection time.

School Aged Children Day Rate Charges

Hourly Rate:	£ 5.00 (Term Time) / £ 4.00 (School Holidays)
Mileage to and from School:	£ 0.45p per mile
School Holidays:	If not attending due to work contract - Half Fees to hold place open
Late Payment Fee:	£ 5.00 for each late day
Late Collection Fee:	£ 3.00 per 15 minutes after the contracted collection time.

Absence Charges

Child's/Parent's Illness:	Full fees
Childminder illness:	Not Chargeable
Parent's Occasional Day Off:	Full fees
Child's/Parent's Holiday:	Half fees with 4 weeks notice (4 weeks per annum, full fees apply thereafter)
Childminder Holiday:	Half fees with 4 weeks notice (4 weeks per annum, no fees apply thereafter)
Bank Holidays:	Closed- Full fees
Christmas Week: (24th December - 2nd January)	Closed- Full fees

Food & Amenities

Breakfast	08:00 - 09:00	No Charge
Snack	10:00	No Charge
Tea	16:00 - 17:00	No Charge
Water & Full Fat Milk	All Day	No Charge



Payment

You will be sent an invoice towards the end of each month which will need to be paid by the 1st of the following month. Payment can be made by cheque, or preferably by Bank Transfer.

What you will need to provide

- Nappies / cream / wipes
- A change of clothes in case anything spills on them etc. (plenty of extra underwear if toilet training)
- Sun cream / sun hat
- Appropriate foot wear i.e. Wellington boots if it is raining.
- Hats, gloves and scarf in the cold weather
- Baby formula and bottles (or breast milk if applicable)
- Comfort toy / blanket
- Medication if required
- Coat / rain mac (appropriate to the day's weather)
- A packed lunch

Please ensure that all items are clearly labelled with your child's name.

What I will provide

- Aprons for messy play
- Breakfast, snacks and a light tea
- Cups and beakers
- Plates and cutlery
- Pushchair
- High chair
- Booster seat for sitting at the table
- Travel cot / ready bed
- All in one's for wet weather play in the garden.
- Car seat



Policies and Procedures

At Victoria's Childminding there will be a list of policies and procedures you will need to read through and sign to say you have read them. These will include the following:

- Accident and Incident Policy
- Medicines Policy
- Sickness Policy
- Alcohol and Drugs Policy
- Behaviour Policy
- Safeguarding Children Policy
- Health and Safety Policy
- Lost / Missing Child Policy
- Uncollected Child Policy
- Prevent Duty Guidance Policy
- Complaints Policy
- Confidentiality Policy
- Fire and Emergency Evacuation Policy
- Equality and Diversity Policy
- Working in Partnership with Parents Policy
- Pet Policy
- Late Payment of Fees Policy
- Equal Opportunities Policy
- Raising Concerns Policy
- Settling in and Transitions Policy
- SEND Policy
- Healthy Eating Policy
- Hygiene and Handwashing Policy
- ICT and Internet Safety Policy
- Care, Learning and Play Policy
- Garden Play and Equipment Policy

Health & Safety Policy
Victoria Baler
27 Westward Close, Keddington, Havernhill, CB9 7PH



Policy Statement
I believe that the health and safety of children is of paramount importance. I make my setting a safe and healthy place for children, parents, assistants, students and visitors. I aim to make children, parents and other adults in the setting aware of health and safety issues and to minimise the hazards and risks to enable the children to thrive in a healthy and safe environment.

In my setting, I provide food for children on the following basis:

- Snacks
- Meals
- Packed lunches – when not on the premises over the lunch time period

I maintain the highest possible food hygiene standards with regard to the purchase, storage, preparation and serving of food.

Links to EYF's Statutory Framework:

Section 3 – The Safeguarding and Welfare Requirements 3.47, 3.48, 3.49, 3.50, 3.51, 3.54, 3.55, 3.56, 3.64, 3.65, 3.66, 3.53, 3.54, 3.55, 3.56, 3.57, 3.58, 3.59, 3.60, 3.61, 3.62, 3.63, 3.64, 3.65

Procedures

Awareness raising

- Any assistants, students or co-minders are given a clear explanation of health and safety issues so that all adults are able to adhere to my policy and procedures as they understand their shared responsibility for health and safety. Assistants and students are asked to sign a declaration form to say that they have been informed and understand my setting's health and safety procedures following their initial induction.
- Health and safety issues are explained to parents of new children so that they understand the part played by these issues in the daily life of the setting.
- Health and safety training opportunities are given to my assistant as well as to me in order to keep our knowledge up-to-date.
- I operate a no smoking policy in my setting in both the indoor and the outdoor areas.
- Children are made aware of health and safety issues through discussions, planned activities and routines.

Food, drink and general hygiene

- My setting is registered with the Environmental Health Agency and I keep up-to-date with the latest recommendations.
- I follow the guidance outlined in the Food Standards Agency's 'Safer Food, Better Business for childminders' publication.

A Home from Home Childminding Service

Complaints Policy
Victoria Baler
27 Westward Close, Keddington, Havernhill, CB9 7PH



Policy Statement
As a registered childminder, I am to work in close partnership with all parents, to meet the needs of their children. I believe that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. I welcome suggestions on how to improve my setting and will give prompt and serious attention to any concerns about the running of my setting.
If there is any aspect of my service that parents/carers are not happy with, I would ask that they please bring it to my attention and I will make every effort to resolve the issue through frank and open discussion. Complaints can be put to me verbally or, if preferred, formally in writing or by email.
It is a condition of my registration to investigate all written complaints relating to the requirements of the Early Years' Foundation Stage and I will notify the complainant of the outcome within 28 days of the receipt of the complaint. I will keep a written record of all complaints and their outcome for at least three years. This is to be made available to parents and Ofsted inspectors.

Links to EYF's Statutory Framework:

Section 3 – The Safeguarding and Welfare Requirements 3.74, 3.75

Procedures

Step 1

- Any parent/carer who has a concern about any aspect of my setting's provision talks over, first of all, his/her concerns with me.
- Most complaints should be resolved amicably and informally at this stage.

Step 2

- If this does not give a satisfactory outcome, or if the problem recurs, the parent/carer moves to this stage of the procedure by putting the concerns or complaint in writing to me.
- For parents who are not comfortable making written complaints, I can provide a form and this can either be completed by me and the parent and signed by the parent when they have agreed that what has been written is a true account of their concerns.
- I store written complaints from parents in the child's personal file. However, if the complaint involves a detailed investigation, I will store all information relating to the investigation in a separate file designated for this complaint.
- When the investigation into the complaint is completed, I will meet with the parent/carer to discuss the outcome.
- When the complaint is resolved at this stage, the summative points are recorded in my complaints log.

A Home from Home Childminding Service

There will also be a list of parent permission forms you will need to read through and sign.

These will include:

- Use of Baby's Days system
- Routine Outings
- Outdoor play
- Sun Cream Application
- Medical Emergency
- Photo Permission
- Nappy Cream and Wet Wipes
- Swimming
- Sharing Information
- Medication





Example Weekly Meal Plan

	Breakfast	Snack	Lunch	Main Meal
Monday	Eggy Bread Fruit Cranberry juice or water	Breadsticks Cheese sticks Fruit Milk	Packed Lunch	Spaghetti Bolognese Garlic bread Rice pudding Water
Tuesday	Cereal Fruit Cranberry juice or water	Rice cakes Hummus Fruit Milk	Packed Lunch	Turkey mince & mixed salad pitta pocket Fromage frais Water
Wednesday	Toast & jam Fruit Apple juice or water	Fruit scone Fruit Milk	Packed Lunch	Beef burger Bread roll Salad Fruit Water
Thursday	Pancake Fruit Apple Juice or water	Pitta bread Hummus Fruit Milk	Packed Lunch	Chicken pie Mixed veg Gravy Fromage frais Water
Friday	Porridge Fruit Milk	Teacake Fruit Milk	Packed Lunch	Salmon fishcakes Broccoli Sweetcorn Fruit loaf Water