



Name:

Childminder: Heidi Ratcliff  
Home Number: 01793 822984  
Mobile number: 07841 045701

*Registered childminder*

# *Thank you for requesting this information about my childcare service*

I feel that registered childminders are more of a good choice of childcare as they are often more flexible than other forms of childcare and represent very good value for your money.

I will provide a warm, friendly, safe home environment with a family atmosphere, in which children feel valued, can play, enjoy crafts, learn new skills and develop.

They will learn to mix in with other children of all ages. I think that parents are the most important people in children's life. I will inform the parent every day what they have done.

## *Me and my family*

Hello parent and children

My name is Heidi Ratcliff. I am a registered and insured childminder, have completed unit 1 of the Diploma in Home – Based childcare.

I have two sons who are 5 and 2 years old.

I've been with my husband for 8 years, who works as a police community support officer for Thames Valley Police.

I also have 2 cats.

## *Qualifications*

- Foundation certification in food safety with credit
  - Diploma in Home – Based childcare Unit 1
    - First aid certificate

# Registration

I comply with all requirements relevant to childminders as laid down by OFSTED.

# Insurance

I have public liability insurance through NCMA

# Contracts

I have a contract for each child in my care. The contract sets out all the hours and fees etc. This will be revised on occasion but not without prior notice to all parents. However, if you feel that you would like to make any changes to the contract, and then this can be discussed accordingly. All concerned parties must sign the contract parent and childminder.

# Communication

- ❖ It is very important for the parent and me to communicate.
- ❖ The best time for parents to come and discuss with me any specific concerns they have would be when they pick the child up.
- ❖ If there were any serious concerns then I would make a specific time convenient to both the parents and me so that we could sit down and discuss them.

If you have a complaint, you should first direct it to me either verbally or in writing. If you are not happy dealing with me, then you can contact OFSTED direct

# *Continuity of care*

I provide care in a loving family environment for children from six weeks old through to thirteen years of age. This allows for a continuity of care unrivalled by any other form of childcare and provides children from a very young age with a valuable source of support. Siblings can be cared for together, as they would be in your own home - there is no 'baby room' or 'toddler room' segregation.

# *Professional Approach*

As a registered childminder I have a full list of working policy statements which are available for all parents to view and which are given to all parents who decide to place their child in my care.

These help parents to understand my views and practices concerning childcare and also serve to lay some ground rules.

These policies cover areas including health and safety, child protection, equal opportunities and behaviour management.

**The Contracts are kept full and confidential written records as required of me by Ofsted.**

# *Health & Safety*

- ❖ My house has been inspected by OFSTED and has passed the safety standards, which allow me to become a registered childminder.
- ❖ I have to adhere to these standards and ensure a safe and secure environment for the children in my house and also when we go out and about.
- ❖ In order to practice good hygiene, children will be asked to wash their hands before and after eating, also after they have been to the toilet.
- ❖ I have attended a first aid course, which will be kept up to date.

# *Routine*

- ❖ A variety of activities will be carried out during the day depending on the age of the children in my care.
- ❖ Colouring, painting and more activities.
- ❖ If parents want children who are coming to me after school to start on their homework, I would be happy to do this.
- ❖ I will also take children on outings that will include visits to the local parks, the local library, shops and play groups.
- ❖ Parent's permission has to be sought before any outing. I will send a letter home for you to sign to say that it is OK for your child to go.

It is very important that I am aware of the child's routine as it makes them feel secure and safe.

# *Special Needs Policy*

I will aim to:

- ❖ Work in partnership with parents, professionals and other relevant bodies to gain information and understanding of specific needs.
- ❖ Ensure that each child is treated as an individual and is offered the same access to opportunities.
- ❖ Adapt activities so all can participate and benefit
- ❖ Receive advice and support from the Special Needs Co-ordinator when needed.

Share information regularly and respect confidentiality

# *Policies*

**My registration will not allow me to care for any child who is ill. This is a 'well-child' care facility. At no time do I provide care for children who are unwell.**

- ❖ Under no circumstances may a parent bring a sick child for me to care for. I will not accept an unwell child who may present infection or hygiene issues towards other children in my care, including my own family.
- ❖ Any child with an infectious or notifiable disease must be kept at home (eg. measles, mumps, food poisoning)
- ❖ Any child suffering from sickness and/or diarrhoea must be clear for 48 hours before returning to the childminding setting.
- ❖ I reserve the right not to accept an unwell child who may adversely affect the care I am able to offer to the other children in the setting, or any child who needs the emotional support of their parent/main carer during their illness
- ❖ If a child becomes ill whilst in the childminding setting, parents will be contacted and informed, and a decision will be made whether it is appropriate for the child to be collected.  
(Confirmation of a notifiable disease will be reported to the Public Health Authority and OFSTED)
- ❖ Any sick child in the setting will be cared for according to first aid training and regulations. Medicines (either 'over the counter' or prescribed) cannot be administered without the prior written consent of parents. I will seek medical or professional opinions where necessary. (Please see my **Emergency Policy** for situations needing hospitalisation.)
- ❖ All absence due to the sickness of the child (or parent) will be payable in full.

**Sick children expose other children to the infection and require additional care and attention that I am unable to give. In my experience sick children want to be cared for by their parents in the comfort of their own home.**

# *Medical Emergencies*

Minor bumps and scratches are inevitable and I will make every effort to keep the children safe while they are in my care. Minor injuries receive appropriate first aid and if an emergency injury or illness occurs, then you will be contacted as soon as possible. If necessary, I will take your child to the nearest hospital or their own GP, where I will ask you to meet us.

## *Emergency Care*

In the event of an injury to a child in my care, I would first try to contact an appropriate adult to discuss any further action that may be required. If I cannot contact an appropriate adult and the child requires emergency treatment, I will seek medical advice/treatment from the local hospital/doctors. In the event of an emergency I will arrange for someone from my family to take care of the other children and contact appropriate adults accordingly.

My insurance covers me to provide alternative care in the event of such an emergency. The above also applies in the event of an emergency involving my own children.

## *Administering Medicines*

**If medication needs to be administered to a child in my care, I am required to have written signed instructions detailing dosage and frequency. I also require that each parent completes and signs a medication sheet for each child to be left in my care.**

- ❖ I am happy to administer medicine to a child, but I will need written consent to do this.
- ❖ The consent will include your child's name, name of medicine, amount to be administered and how often. The form must be signed and dated by you and me

# *Smoking*

We both smoke. We don't smoke in the house nor allow anyone else to smoke in the house either

# *Behavior Management*

- ❖ There is a no smacking policy in my house. I will not smack, harm or humiliate any child in my care.
- ❖ I will always set a good example and reward good behaviour as well as take action for bad behaviour.
- ❖ I will not allow bad language from anyone in my house, either parent or child.
- ❖ I will deal with unacceptable behaviour in a positive way.
- ❖ I will give clear and consistent boundaries for children.

**When children use unacceptable behaviour I will try to distract them or explain the reasons why this behaviour is not allowed (dependant on the Childs age and stage of understanding).**



# *Behaviour policy*

As I am a professional childminder you must accept that I will manage children's behaviour without the use of physical punishment. I will not slap, smack, shake, bite, frighten or humiliate children whether you give permission or not.

I give clear and consistent boundaries for children, giving praise and encouragement for good behaviour rather than respond to unacceptable behaviour. When children use unacceptable behaviour I will try to distract them or explain the reasons why this behaviour is not allowed (dependant on the Childs age and stage of understanding).

If they persist I will sit them down away from the other children to calm down.

I will not tolerate negative (i.e. swearing, racial or sexual) language in my home from any adults or children so you can be assured that your child will not be learning any 'unnecessary' words while in my care.

## *Fire*

- ❖ I will carry out fire drills every month, so that all children in my care understand what to do if there was a fire on my premises.
- ❖ On the sound of the alarm, the children will be led to the nearest available exit, and will meet on the footpath next to the fence at the entrance to the parking area to my house.
- ❖ We will cover all eventualities, i.e. whether a fire started upstairs or downstairs.
- ❖ The childcare setting is equipped with 2 smoke alarms, Carbon monoxide alarm and a fire blanket.

In case of fire, all the children will be gathered together and the building evacuated at the nearest exit.

We will then notify the fire brigade and the parents to come and collect the children.

# *Equal Opportunities*

As a registered childminder I will not discriminate against any child or their family on the grounds of gender, racial origin, disability, cultural or social background (inc. religion, language or class).

All children in my care are treated as an individual and are given equal chances to play, develop and learn, regardless of their age, stage of development, sex, race, religion or disability. I encourage all children to have respect for themselves and others and will not tolerate negative attitudes towards other people.

To enforce this, we will use play to learn about traditions, customs, festivals or disabilities.

Swearing of discriminatory language will not be tolerated from any adult or child in my home.

- ❖ I have a commitment to treat all children with equal concern, whilst still appreciating their different individual needs.
- ❖ I show respect for different backgrounds and cultures and will reflect this in play equipment, books and puzzles.
- ❖ I will treat people equally no matter what sex, colour, size or any disability a person may have.
- ❖ I will create a welcoming environment where all children feel included, regardless of racial origins, gender, disability or family background.
- ❖ I will value diversity and respect each child's differences, treating each child as an individual.
- ❖ I will provide positive images in the materials I use and in everyday situations, of the role different people play in society.
- ❖ I will endeavour to discourage stereotypes and inappropriate language and break down prejudice.

I will encourage children that gender, colour and disability etc. does not limit what people are capable of doing. Everyone has the potential to achieve in life and become important members of society

# *Child protection Policy*

**The whole of society has an obligation to protect children. As a registered childminder and in accordance with the guidelines laid down in "The Children Act" (1989), I have a duty to report any suspicious incidents as well as accidents to the relevant authorities, as the welfare of the child is of paramount importance.**

- ❖ As a registered childminder. I have a duty to report any concerns or suspicions of child abuse to Social Services.
- ❖ Any injuries that your child has upon arrival at my house must be logged in my accident book. A brief explanation from you on how the injury occurred will be required and also your signature.
- ❖ Any accidents that occur while your child is in my care will also be logged in the accident book with an explanation as to how the accident occurred and again your signature will be required to witness the entry.
- ❖ Any suspected incidents of abuse will be recorded and passed on to the relevant authority.
- ❖ If a suspected case of abuse is brought to my attention, I will first approach you as the parent. If there is a satisfactory explanation, then no further action will be taken. If explanations are unsatisfactory, then I will not hesitate to contact the authorities.
- ❖ If any cases of sexual abuse are suspected, then I will immediately inform the relevant authorities.

I have created an environment where children are safe and secure and can feel happy and well looked after in the absence of their parents.

I will ensure that training is up to date and I am aware of how to recognise signs of abuse.

I have a responsibility and duty to protect children from abuse and will seek advice where necessary.

# Menus / Nutrition

**My aim is to provide children with a healthy, balanced and tasty diet using a variety of colours, textures and tastes.**

- ❖ Water will be available at all times during the day.
- ❖ Parents will be advised if I have any concerns about children's eating habits.
- ❖ Children who are on a special diet can usually be accommodated, but this will be discussed with parents and would be on an individual basis.
- ❖ I would be happy to provide meals for the children in my care.
- ❖ I will work with the parents to supply food that the child likes and also to provide a well-balanced and healthy diet.
- ❖ For younger babies I would ask that parents supply all formula/expressed milk and bottles, nappies, wipes, food, etc.
- ❖ I will sit with children at meal times and provide a good role model for healthy eating.
- ❖ Children will be encouraged to develop good eating skills and table manners.
- ❖ Drinking water is always available milk will also be available at meal and snack times.

If a child does not eat their meals I will discuss with parents what action should be taken.

Parents are welcome to provide their own food for their child; this will be discussed at the initial meeting.

My fees include a snack and meal at lunchtime; other meals, breakfast and tea will be arranged with parents and are dependant on the times children are cared for. Food and milk for babies and toddlers under 12 months and for those with special dietary needs will need to be provided by parents.

# Meals

Breakfast will consist of either cereal, toast with topping, fruit and a drink.

The following are examples of meals that will be available at lunchtime.

Sandwiches with various fillings  
Various soups, all served with bread  
Toast with various toppings  
Yoghurts and fruit  
Noodles

The following are examples of what will be available in the evening

Shepherds pie, fresh vegetables, Jacket potato with topping, salad, Sausages, mash, chicken nuggets, fish fingers, Pizza, garlic bread, Chicken, boiled potatoes, Chicken burger, Sweet and sour, Spaghetti bolognaise, Cottage pie, Fish, oven chips, peas & sweet corn, roast potatoes, gravy, Chicken casserole, new potatoes, Lasagne, Mince in gravy, Mild Curry & Rice, Chicken Tikka, naan bread, Fish cake, hash browns & beans

The following are examples of what will be available for desert

Rice pudding, cake, custard, jelly, ice cream, fruit, Biscuits, yoghurts, mousse, tinned fruit

## **Mealtime Drinks**

At meal times there will be a choice of drinks  
squash \* milk \* water

## **Snacks**

Morning snack will be a piece of fruit

Banana \* pear \* apple \* grapes \* orange \* raisins

# *Clothes*

I expect all parents to provide the following:

- ❖ A change of clothes, suitable for climate changes. This should include for example, trousers and a jumper, shorts and a t-shirt.
- ❖ Outdoor clothes suitable for climate. This includes hat, gloves and coat for the winter and sun hat for the summer.
- ❖ Nappies for babies.
- ❖ Suitable footwear.

Clothes for painting as well as putting names on the clothes so I know which children the clothes belong to.

# *Toilet Training*

When you feel your child is ready for toilet training I ask that you begin the process at home during the holidays or on a weekend. I will then follow through and encourage your child while they are in my care. Toilet training will be done in a relaxed manner in conjunction with the family.

I ask that parents supply a reasonable amount of extra clothing depending on the stage the child is at with training (including socks). During toilet training I ask that children be dressed in "user friendly" clothing i.e. clothes with elasticated waistbands or dresses, this makes it easier to remove clothing when the child is in a hurry.

Occasionally children do have accidents. If and when this does happen the child will be treated with the greatest respect, no form of punishment will be used, as it is all a part of growing up.

# *Learning & Play*

I will provide suitable developmental experiences appropriate to the age and stage of development of each child. I will support and stimulate children's social, physical, intellectual, communication and emotional development and build learning into everyday activities rather than 'formal learning'.

## **Some of the games and activities available**

Drawing/colouring, crayons, felt pens, pencil crayons, Cooking & Baking  
Painting, finger-painting, printing, sponges, stencils, brushes, Growing  
seeds, Gluing, collage, model making, Computer, Play dough, plasticine,  
salt dough, Videos/ Television, Crafts, card making, calendars, sewing,  
paper mache, Interactive games, Books, story telling, reading,  
celebrations, Seasonal activities, Games, puzzles, jigsaws, Kitchen, pots,  
pans, toy food, Music, listening to songs, singing, dancing, Play station,  
Puppets making/playing, Masks, Mobiles

## **Physical Activities**

Crawling, running, jumping, skipping, rolling, balancing, climbing, throwing, catching,  
sliding, hopping, pushing, pulling

## **Outings**

Library  
Picnics  
Carer & Toddler groups  
Pet shops  
Garden centre  
Walks  
Trip on the bus  
Local shops & supermarkets  
Town centre  
Local parks

I will take children to local playgroups if you wish your child to go.

During school holidays we may go to other places such as soft play areas, but I will always let you know in advance.

## **Outdoor activities**

During good weather I have a garden which we will use to play in, it is secure and children will be supervised at all times while outside.

Bats & balls \* skipping \* water play \* picnics \*  
growing plants \* sand pit \* hula hoops \* throwing \* catching



# Music

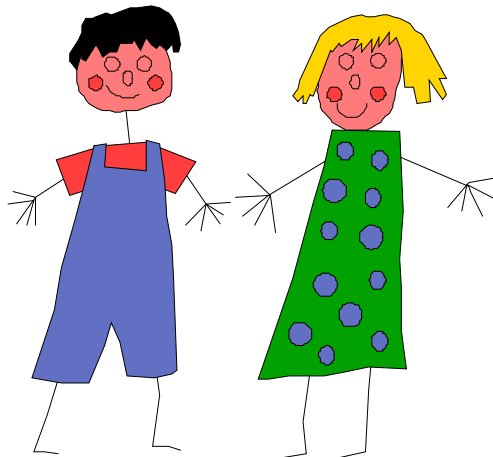
Music helps to develop young brains and plays a strong role in our day-to-day activities.

We have special music activities and also play music during other activities, for example, during arts and crafts or meal times.

Some of the music we use may include classical, children's songs.

# Everyday Experiences

Everyday home activities such as cooking, preparing snacks and helping to sort clean laundry provide plenty of opportunities for developing their maths and science skills as well as helping to nurture a sense of well-being and belonging in children by contributing dramatically towards the development of self-esteem.



# *Admissions and Collections*

My normal procedure is to release the child only to his/her parents, or someone else who the parents designate. If someone other than the parents is to pick up the child, please notify me ahead of time. A verbal notice is fine on the day, if the person is on the list of people who are authorised to pick up your child. If that person is NOT on that list, I must have written permission to release your child. Please inform emergency contacts, or people designated to pick up your child, that if I do not know them, and the child is too young to identify them (Hi Grandma!) then I would need to ask for identification (pre arranged password or the Childs full name and date of birth). I do not mean to offend them. This is simply to protect your child.

Drop off and collection times are not a good time to discuss serious problems. Little ears and minds hear and understand more than we give them credit for. Please however feel free to call me out of working hours.

It is normal for some children to have difficulty separating from their parents or cry when being dropped off. Please make your drop off as brief as possible, the longer you prolong the departure, the harder it gets.

Be brief at collecting times, as well. This is the time of testing, when two different authority figures are present (parent & the provider). All children will test to see if the house rules still apply. During arrival and departure we expect parents to back up my house rules.

Within my childcare setting, I actively support the following things:

- ❖ Sharing and co-operation
- ❖ Respect for self, others and property
- ❖ Good manners and politeness
- ❖ Healthy eating
- ❖ Limited but relevant television viewing
- ❖ Equal opportunities
- ❖ Child protection

# My Fees

## **Hours of Work**

My normal hours of work are Mondays to Fridays 7.00 until 6.00pm  
Further hours can be arranged by request, please ask.

Hourly Rate (more than 5 hours)	£4.00	Before school hours	£5.00
Half Day (5 hours or less)	£20.00	After school hours	£10.00

## **Sickness**

Childminder / Childminders Children sick	No Fee
Child / Parent / Guardian sick	Full Fee

## **Un-contracted hours and late payments**

Any extra hours that you require me to care for you child outside the contracted hours will be charged at £7.00 per hour.  
If you are late to collect your child from my care without my prior knowledge this will be charged at £2.00 for every 15 minutes,  
Late payments will incur a charge of £10 for each day the payment is late.  
(I have my bills to pay as well!!!)  
All fees are to be paid at least 1 week in advance unless arranged otherwise.

I can provide Children with extra meals (breakfast & dinner) if you wish and your child is in my care at these meal times. You will be charged extra for these meals.

Breakfast is charged at £3.00 per week, £0.75 per day  
Dinner is charged at £7 per week, £1.50 per day.

Please give me as much notice as possible is your child is to stay for meals.

## **Holidays**

### Sickness

Childminder Sick	No Fee
Child / Parent / Guardian	Full Fee

### Holidays

Childminder	Half Fee
Child / Parent / Guardian days	Half Fee
Bank Holidays	Full Fee

Please be aware that, although there are situations whereby only half fee's are payable, this is dependant on the correct amount of notice being given (4 weeks). Failure to give adequate notice for holidays will result in FULL fees being payable.

My fee's are inclusive of a snack in the morning and afternoon except for babies and those requiring special diets. All food is to be provided by parents in these instances.

I charge for all contracted hours whether or not your child is in my care. This includes bank holidays if they fall on a day your child would normally be in my care.

To secure a place for your child, a deposit of one-week fee is required. If you then decide not take up your reserved place your deposit will be forfeited. If for any reason I am unable to take your child as agreed the full amount will be refundable.

If you only require before and after school care, but there are only early year's spaces available (0 to 5 years), then a retainer fee is charged to secure their place. This is half of your term time weekly fee. This is payable weekly and is only charged during term time (school holidays are charged at £4ph).

### **My Holidays**

I may take up to 4 weeks holiday a year. I will inform you at least 1 month in advance of any leave.

I ask that you try to give me as much notice as possible for your holidays. I will in return give you as much notice as I can for my holidays, the minimum period being 4 weeks.



