



Committee *for*
Health & Social Care

GUERNSEY MINIMUM STANDARDS
FOR
CRECHES

INTRODUCTION

This document sets out the Guernsey Minimum Standards for providers of Crèches issued by the Health and Social Care Department. These standards will be used by the Department's Early Years Service when determining whether providers of crèches are providing adequate care for children under the age of five and are otherwise complying with the relevant requirements.

The standards will be kept under review and may be amended as appropriate. Reviews will be carried out in consultation with service providers.

It is hoped that these standards will be used for a range of purposes, and not just as part of the regulatory process. They may be used by providers of crèches in considering the standard of care provided, as an aid in the induction and training of staff and to provide guidance when a person wishes to provide a crèche. The standards focus on achievable outcomes for children under the age of five and their parents. They are grouped under a series of key topics. Each standard deals with a particular aspect and is preceded by a statement of the outcome intended to be achieved by the crèche provider.

The "standard" dealing with a particular aspect of care provision is actually made up of a set of standards, which are the numbered paragraphs beneath the "outcome" box. Each of these numbered standards should be treated as a separate standard. The standards are intended to be qualitative, in that they provide a tool for judging the quality of care provision for under fives but they are also designed to be measurable.

It is intended that these standards will be used, both by providers of crèches and the HSC to focus on securing positive welfare outcomes for children under five and reducing risks to their welfare and safety, rather than upon structures and systems for their own sake. All crèche providers should aim to provide the best care possible for the children they look after and having regard to the standards is an essential part, but only a part, of the overall responsibility to safeguard and promote the welfare of each individual child.

The standards have been prepared following an extensive consultation programme. Account has been taken of responses to the consultation document in developing the final version of the standards. The standards are intended to be realistic, proportionate, fair and transparent.

(These standards were approved by the Board of the Health and Social Care Department in May 2010.)

GLOSSARY

Early Years Inspector: a person employed by the HSC who is responsible for regulating and inspecting day care and childminding provision.

HSC: the Health and Social Care Department

Parent: any person with parental responsibility for a child.

Registered person: a person deemed qualified to care for children and whose name appears on the certificate of registration. The registered person has overall responsibility for ensuring that the requirements of the standards are met. A company, committee or other group may be the registered person.

Definition

A Crèche is a facility that provides, for reward, short periods of care for children under the age of five, while parents are engaged on site in particular activities, e.g. shopping or sport, and the care is provided on particular premises on more than five days a year.

Crèches must be registered where they are open for more than two hours a day, even though it may be the case that most children in fact attend for much shorter periods. Some are in permanent premises and care for children. Others are established on a temporary basis to care for children while their parents are involved in activities limited to a specific period, e.g. a conference or exhibition.

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CHOICE OF SERVICE

STANDARD 1: INFORMATION

OUTCOME

Parents have access to the information they need in order to make an informed choice about the type of crèche facility they require.

1.1 The registered person makes available sufficient information to parents to enable them to make an informed decision.

1.2 The registered person compiles a statement of purpose and provides written and verbal information to prospective parents about the service they provide. This will include:

- Numbers and ages of children for whom they can care
- The languages through which they will provide care
- Whether they can look after children with special needs
- Admissions policy
- Opening hours
- Contact information
- Staffing
- Routines
- Information about activities provided for children
- Information about the registration and collection system
- Arrangements for making complaints to the registered person, and to the Early Years Inspectorate for the HSC.

STANDARD 2: CONTRACT

OUTCOME

Parents have a written contract they have agreed with the registered person.

2.1 The registered person has a written contract with parents. This sets out the expectations of both parties as to care of the child, activities provided and business arrangements.

2.2 The written contract includes such matters as:

- Arrival and collection times
- Administration of medicines
- Any special dietary needs
- Any necessary information relating to allergies
- Arrangements in the case of emergency
- Policy on behaviour and sanctions
- Policy concerning lost or missing children

- Financial matters and fees including charges during absences
- Policy on equal opportunities
- Arrangements for making complaints to the registered person, and to the Early Years Inspectorate for the HSC.

PLANNING FOR INDIVIDUAL NEEDS AND PREFERENCES

STANDARD 3: ASSESSMENT

OUTCOME

All children attending a crèche have their needs and preferences identified and their parents know how these needs will be met.

3.1 The registered person ensures that they have identified the needs and preferences of each child, as far as is practicable before they start attending.

3.2 The registered person encourages the parent and child to visit the setting before the child starts attending to ensure the needs and preferences of the child are clearly identified.

3.3 The registered person seeks parents' views about their child's preferences, needs and abilities, and any other information which is required to ensure that the setting is able to provide a good level of care for the child.

STANDARD 4A: MEETING INDIVIDUAL NEEDS

OUTCOME

Parents know that the crèche plans for and meets their child's individual needs and preferences.

4A.1 Staff are able to demonstrate that they have the capacity to meet the assessed needs of children placed with them. They are able to identify the action required if they consider a child has special needs.

4A.2 Staff have the skills and experience required to be able to plan for and address a child's individual needs and preferences.

4A.3 Staff understand and cater for the needs and preferences of children from minority ethnic communities including their social, cultural and religious practices.

4A.4 Staff ensure the privacy of children when intimate care is being provided.

4A.5 Staff involve the children in the planning of activities according to their age and understanding.

STANDARD 4B: SPECIAL NEEDS (INCLUDING SPECIAL EDUCATIONAL NEEDS AND DISABILITIES)

OUTCOME

Parents know that the registered person is able to provide for their child's special needs; this could include special educational needs and disabilities.

4B.1 The registered person ensures that appropriate action is taken when special needs are identified, and promotes the welfare and development of the child in partnership with the parents and other relevant parties.

4B.2 Registered persons have regard for any current local Codes of Practice for the identification and Assessment of Special Educational Needs.

4B.3 Registered persons have a written policy statement about special needs. This is consistent with current legislation and guidance and includes both special educational needs and disabilities. It is available to parents.

4B.4 Staffing arrangements are designed to meet the needs of individual children who attend and have special needs.

4B.5 The physical environment is, as far as is reasonable, suitable for children with disabilities.

4B.6 Children with special needs attending the crèche have access alongside their peers to the facilities, activities and play opportunities provided whenever reasonable, in order to promote their welfare and development.

4B.7 Registered persons consult with parents about the need for any special services and equipment for the children in their care.

STANDARD 5: WORKING IN PARTNERSHIP WITH PARENTS

OUTCOME

Parents are kept fully involved as partners in, and informed about, their child's activities and development.

5.1 The registered person and staff work in partnership with parents to meet the needs of the children, both individually and as a group.

5.2 The registered person recognises and respects the parents' primary responsibility for their children.

5.3 The registered person shares with parents details about what their child has achieved during the day, and any significant event or changes in behaviour. This may involve keeping written notes, if necessary.

5.4 Children are only released from the care of their provision to individuals named by the parents.

5.5 Staff are aware of the need to maintain privacy and confidentiality about matters concerning family and children. The registered person and staff know when to share information appropriately in, for example, child protection cases.

5.6 The registered person ensures that parents receive information on the policies and procedures operating within the setting.

5.7 Regular information is provided for parents about activities provided for the children.

STANDARD 6: RECORDS

OUTCOME

Parents and the HSC have access as appropriate to a full range of records maintained by the registered person for the smooth running of the setting.

6.1 The registered person maintains a full range of detailed records on each child.

6.2 The registered person ensures that children's records contain information that enables appropriate care to be given.

6.3 The registered person keeps records, which include:

- The name, address, date of birth and gender of all children looked after in the provision
- Telephone number of each child
- Names and addresses of parents, places of work and telephone numbers in case of an emergency. Parents should also be asked to give an alternative contact name, address and telephone number for emergencies
- Daily records of attendance
- A record of accidents, serious illnesses and other significant events and a record of any medicines administered, or first aid given
- Details of child's GP and health visitor (if applicable) and details of any allergies and other health information including any special needs.

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

6.5 The registered person asks the parent or other adult collecting the child to sign the record of any accidents to acknowledge the entry.

6.6 The registered person retains records about individual children for a period of at least three years after the last date on which the children attended. The registered person retains records in line with the terms of their insurance.

6.7 The HSC is informed of the following immediately:

- Any changes in the personnel running the crèche, the person in charge, members of staff and people living on the premises
- Any change in the name or home address of any of the above
- Any significant changes to the premises or any change of address
- Any significant changes to the type of care or in the hours in which the care is provided
- Any infectious disease, serious injury or death
- Any instances of children going missing
- Allegations of serious harm or abuse by a member of staff which is alleged to have taken place on the premises
- Any other significant event likely to affect the suitability of the registered person, or likely to affect the welfare of the child.

6.8 The registered person retains a copy of the most recent inspection report from the Early Years Service of the HSC, together with any actions required. These documents are available to parents.

6.9 Records about individual children are kept secure and confidential.

6.10 The records are always available for inspection by the HSC.

QUALITY OF LIFE

STANDARD 7: OPPORTUNITIES FOR PLAY AND LEARNING

OUTCOME

Children experience a range of activities that assist with their emotional, physical, social, intellectual, language and creative development.

7.1 The registered person organises care for children so as to support their learning and meet their development needs.

7.2 Registered persons and staff encourage, and create an environment that encourages, children to be confident, independent and develop their self-esteem.

7.3 The activities provided for children are appropriate for their age and stage of development.

7.4 Registered persons provide activities and first hand experiences that promote children's natural curiosity to learn, to develop children's emotional, physical, social, creative and intellectual, including language, capabilities, and to use their imagination, thereby enabling children to make sense of the world around them.

7.5 Registered persons provide a variety of activities so that children are given every opportunity to develop physical, intellectual and social skills. Registered persons promote cultural awareness.

7.6 Registered persons and staff listen and value what children say, they talk with them about what they are doing and actively encourage children to explore their full potential.

7.7 Registered persons ensure all staff help children to develop a sense of what is right and wrong.

7.8 Registered persons meet children's individual needs and promote their welfare.

7.9 Registered persons encourage the building of positive relationships with children and their parents to facilitate a good understanding of individual needs and home circumstances.

7.10 Registered persons observe and record what children do and use their observations to plan the next steps for the children's play, learning and development.

7.11 Registered persons organise resources so that they are readily accessible to children to support children's play and learning.

7.12 Registered persons give children the opportunity to be active, indoors as well as out, and time to relax.

7.13 Registered persons understand and use any local guidance concerning desirable outcomes for children's learning before compulsory school age.

QUALITY OF CARE AND TREATMENT

STANDARD 8: NURTURE AND WELLBEING

OUTCOME

Children feel secure, happy and comfortable with their carers and in the environment.

8.1 The registered person provides care and pursues policies that promote good relationships, security, self-esteem and confidence for children, in a nurturing atmosphere.

8.2 Staff maintain a nurturing approach to children, providing warm, gentle and responsive care.

8.3 Staff and children are relaxed and at ease with one another.

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

8.5 Children develop confidence and self-esteem in the crèche.

8.6 Staff ensure that the settling in process and separation from parents or carers minimises distress and anxiety.

STANDARD 9: BEHAVIOUR

OUTCOME

A child's behaviour is managed in such a way as to promote their welfare and development.

9.1 Registered persons are able to manage a wide range of behaviour in a way that respects the wishes of parents and promotes the welfare and development of children.

9.2 Registered persons produce a written policy on behaviour management, including bullying, which states the methods used to manage children's behaviour. This is fully understood and followed by all staff and discussed with parents.

9.3 Registered persons create an environment that encourages acceptable behaviour.

9.4 Registered persons have consistent expectations about acceptable behaviour, respecting individual children's level of understanding and maturity.

9.5 Registered persons apply, when appropriate, sanctions in the case of unacceptable behaviour which take account of the age and understanding of the child, are given at the time, and are relevant to the behaviour and to the range of available sanctions.

9.6 Registered persons keep parents informed about the policy on modifying unacceptable behaviour and the range of available sanctions.

9.7 Physical punishments, or the threat of them, are not used. Children are never shaken, smacked, humiliated, shouted at, intimidated or shamed.

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

STANDARD 10: HEALTH CARE

OUTCOME

Children's health care needs are identified and addressed as appropriate by the registered person.

10.1 The registered person promotes the good health of children and takes positive steps to prevent the spread of infection and appropriate measures when they are ill.

10.2 The registered person in consultation with the child's parent(s) addresses the child's health care needs, taking any action that is necessary in agreement with the parents.

10.3 The premises and equipment are clean and hygienic.

10.4 The registered person ensures that 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 hygiene procedures.

10.5 Children are encouraged to learn about hygiene through the daily routine.

10.6 The registered person ensures that any animals on the premises are safe to be in the proximity of children and do not pose a health risk. In no circumstances should animals be either (a) left unattended with children or (b) transported in a vehicle with children unless kept secure and separate from children.

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

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

10.9 There is a first aid box that is checked regularly and the contents replaced as necessary. This is readily accessible, but out of reach of children.

10.10 There are at least two members of staff with a current first aid at work certificate on the premises at any one time. The first aid qualification includes training for young children. At least 50% of the staff on the premises at any one time are trained in first aid for infants and young children.

10.11 The registered person makes sure that the parents inform them about their child's health care needs.

10.12 The registered person and parent(s) have discussed the possibility of emergency hospital visits, and the registered person acts in line with parents' prior written permission.

10.13 There is a policy about the exclusion of children who are ill or infectious which is discussed with parents. This includes a procedure for contacting parents or another adult designated by the parent if a child becomes ill while in the registered person's care. The registered person notifies other parents if a child attending has been diagnosed as having an infectious disease, if appropriate.

10.14 No child is received if the child appears to be ill. If a child becomes unwell during their time with the registered person, care is taken to prevent possible infection. The registered person notifies the parent as soon as possible.

10.15 Where the registered person identifies a possible need for specialist help for a child, such as speech therapy, the registered person tells the parent so that they may take the appropriate steps to obtain advice.

10.16 There is no smoking in front of children or in the premises.

STANDARD 11: MEDICATION

OUTCOME

Children are safeguarded by the crèche's policies and practices on medication, and receive the medication they require from the registered person.

11.1 If administering medication to a child, the registered person does so only following written agreement with the parent and with an understanding of the possible side effects of the medication.

11.2 All medicines are stored in their original containers, are clearly marked (and, in the case of prescription-only medicines, are clearly labelled with the child's name) and are inaccessible to children. The registered person ensures medication is not received into the setting if it is out of date. The registered person finds out from the person delivering the child exactly when medication was last administered.

11.3 If the administration of any prescribed medication requires technical/medical knowledge, the registered person obtains training from a qualified health professional specific to the needs of the child.

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

11.5 Prescribed medicines are not administered unless a doctor has prescribed them for that child.

STANDARD 12: FOOD AND DRINK

OUTCOME

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

12.1 The registered person ensures that the children receive varied and nutritious food that is prepared in an appropriate manner, adequate in quantity and consistent with the requirements of the parents, and meets the religious, cultural and dietary requirements of children.

12.2 Children who stay for the whole day are offered a midday meal and other snacks and drinks routinely. (Meals may be supplied by the parents.)

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

12.4 The registered person obtains and records information from parents about each child's dietary requirements, preferences and food allergies, and acts in line with this information.

12.5 All food is stored safely and, if necessary, in a refrigerator. If parents provide packed lunches, they are informed of what can be stored safely.

12.6 There are facilities for children to sit at tables for their meals.

STAFFING

STANDARD 13: SUITABLE PERSON

OUTCOME

Children's needs are fully met by the registered person and the adults looking after them.

13.1 The registered person ensures that adults providing crèche care, looking after children or having unsupervised access to them are suitable to do so.

13.2 The registered person provides all information requested by the HSC in order to establish their suitability and the suitability of their staff and volunteers. Checks will include an enhanced police check. Ideally, checks are completed before they commence working with children. This requirement applies to all staff and volunteers including work experience students, but not to those aged under 16 working for short periods only.

13.3 Where members of staff begin employment before checks have been completed, the registered person ensures that any person who has not been vetted is never left alone with children.

13.4 Prior to their appointment, a manager and deputy manager:

- Has at least 1 year of experience of working in a early years setting;
- Is at least 21 years of age;
- In the case of an existing manager, already has a recognised Level 2 childcare qualification and is in the process of obtaining, within a reasonable timescale (as defined in 13/5 below), a recognised Level 3 childcare qualification;
- In the case of a manager who is a new applicant, has a recognised Level 3 childcare qualification;
- In the case of an existing deputy manager, has ideally a Level 3 qualification or alternatively a Level 2 qualification;
- In the case of a deputy manager who is a new applicant, has a recognised Level 3 childcare qualification.

13.5 The registered person ensures that two staff, being the manager and ideally the deputy manager, both have a minimum of a Level 3 qualification. Where this cannot be achieved immediately, the registered person will set out an action plan detailing how they intend to meet this criterion and agree a timescale by which it will be achieved. The timescale should be no later than five years after the introduction of these standards. Any centres registered after the introduction of these standards will be required to meet this standard at registration.

13.6 At least 50% of staff hold a qualification at a minimum of level 2, or equivalent qualification. Where this cannot be achieved immediately, the registered person will set out an action plan detailing how they intend to meet this criterion and agree a timescale by which it will be achieved. The timescale should be no later than five years after the introduction of these standards. Any centres registered after the introduction of these standards will be required to meet this standard at registration.

13.7 The registered person ensures that all staff under the age of 18 years are supervised at all times and are not counted in the adult/child ratios.

13.8 All staff are required to be mentally and physically capable of caring for children.

13.9 All staff are required to have the appropriate experience, skills and ability to do their jobs.

13.10 All staff receive induction training, by their employer, which includes health and safety and child protection policies and procedures during their first week of employment.

13.11 The continuing training needs of staff are addressed on a regular basis.

13.12 All paid staff receive regular supervision which encourages them to think about the quality of their practice. They receive formal appraisal at least once a year.

13.13 Sufficient documentation evidencing the qualifications required under this Standard must be submitted to the HSC.

13.14 At no times should alcohol be on the crèche premises. Staff should not be under the influence of alcohol either during working hours or prior to and sufficiently close to a period of work such that their performance may be affected. The registered person should ensure that staff taking medication which may make them drowsy or affect their performance are allocated appropriate tasks.

CONDUCT AND MANAGEMENT OF THE SERVICE

STANDARD 14: ORGANISATION

OUTCOME

Parents and children benefit from a well-organised and planned crèche service.

14.1 The registered person demonstrates that staff are employed effectively within the premises to ensure the safety, welfare and development of children.

14.2 There is a named deputy who is able to take charge in the absence of the person in charge.

STANDARD 15: STAFFING RATIOS

OUTCOME

Children's needs are met through a ratio of adults to children which conforms with best practice.

15.1 The registered person meets the required adult: child ratios.

15.2 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 to 5 years.

15.3 There are 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 are not taken into account in the normal staffing ratios. These ratios include any children of staff or volunteers.

15.4 There are at least two qualified staff on duty.

15.5 The registered person ensures that suitable contingency arrangements are in place to cover emergencies and unexpected staff absences, and sufficient, suitable staff to cover breaks, holidays, training and sickness.

15.6 There are 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 are not taken into account in the normal staffing ratios.

15.7 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, for domestic tasks and to maintain premises and equipment.

STANDARD 16: EQUAL OPPORTUNITIES

OUTCOME

All children receiving a service from a registered person are treated with equal concern and respect.

16.1 The registered person actively promotes equality of opportunity and anti-discriminatory practice for all children.

16.2 All children and adults are treated with equal concern and the registered person complies with relevant anti-discriminatory legislation and good practice. The registered person promotes equal opportunities in the areas of employment, training, and admission to care and access to the resources, activities and facilities available, and cultural awareness.

16.3 The registered person ensures that all children have equal access to the appropriate range of activities and facilities available.

16.4 The registered person ensures that children's records contain information that enables care to be given appropriate to a child's cultural and ethnic background.

STANDARD 17: FINANCIAL RECORDS

OUTCOME

Children and their parents are safeguarded by the registered person operating sound financial procedures.

17.1 The registered person ensures that effective financial procedures are operated.

17.2 The registered person carries adequate public liability insurance, and valid insurance for vehicles if used.

STANDARD 18: QUALITY ASSURANCE

OUTCOME

The children and their parents benefit from a crèche service that is effectively monitored.

18.1 The registered person ensures that they have an effective quality assurance and quality monitoring system. This is based primarily on the views of the children and their parents. It enables them to measure the success of their service in meeting the assessed needs of the children.

18.2 The registered person takes account of the advice and recommendations of the HSC and any professional bodies they may be affiliated to.

18.3 The registered person provides co-operation and participates in questionnaire initiatives administered by the HSC.

COMPLAINTS AND PROTECTION

STANDARD 19: COMPLAINTS

OUTCOME

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

19.1 The registered person operates a simple, clear and accessible complaints procedure.

19.2 The registered person has a written complaints procedure, which is available to parents and which includes details about how to contact the relevant office of the HSC.

19.3 The registered person considers and/or investigates all complaints.

19.4 The registered person ensures that the complainant is notified of the outcome.

19.5 The registered person keeps an accurate and detailed record of all complaints, 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 complainant

19.6 The registered person ensures that all complaints are handled in a sensitive and confidential manner.

STANDARD 20: CHILD PROTECTION

OUTCOME

All children are protected from abuse by the actions of the registered person.

20.1 The registered person develops and implements a child protection policy which links into local child protection procedures, and which includes contact names and telephone numbers, and ensures that all adults working and looking after children in the provision are able to put the policy into practice.

20.2 The registered person is aware of the local guidance or procedures on child protection, and knows whom to contact if concerned about a child.

20.3 The registered person ensures that any concerns are kept confidential to as few people as need to know about them.

20.4 The registered person ensures that all staff are aware of possible symptoms of children at risk and are aware of their responsibility to report concerns to the relevant persons according to local guidance. This will include notifying the relevant person of the HSC.

20.5 The protection of the child is the registered person's first priority.

20.6 The registered person ensures that:

- 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; and
- Other staff are aware of child protection issues and are able to implement the policies and procedures.

20.7 The registered person has a written policy that clearly states staff responsibilities for the reporting of suspected child abuse or neglect. It includes procedures to be followed in the event of an allegation being made against a member of staff or volunteer. These procedures are shared with parents before admission to crèche care.

20.8 Written permission should be obtained from parents before photographs or video or other recordings are taken of children.

20.9 Mobile phones and other photographic equipment should not be carried about on person except during outings.

THE PHYSICAL ENVIRONMENT

STANDARD 21: PREMISES

OUTCOME

The children receive a service in premises that are safe, secure and suitable for their purpose.

21.1 The premises are made welcoming and friendly to children and parents.

21.2 The registered premises are for the sole use of the facility during the hours of operation.

21.3 The premises are safe, secure, free of hazards, and suitable for their purpose and are maintained in a suitable state of cleanliness, repair and decoration. They provide adequate space and offer access to the necessary facilities for a range of activities that promote their care and development.

21.4 The premises are clean and hygienic, well lit with adequate natural lighting, and adequately ventilated.

21.5 The registered person ensures that the requirements of the local planning, building control and fire services are met.

21.6 There is access to a telephone on the premises. This may be a mobile phone provided it is kept adequately charged and has good access to the network from the premises.

21.7 There is sufficient indoor playing space to enable children to experience a variety of activities.

21.8 There is sufficient space and appropriate furniture and equipment to enable children to sleep or rest during the day; this might involve a separate room such as a rest room.

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

21.10 There are suitable washing and toilet facilities. There is a minimum of one toilet suitable for use by children and one washbasin with hot and cold water available for every 10 children over the age of two years. Paper towels are used in dispensers and there are adequate disposal facilities. Communal towels are not acceptable. Any individual towels used by children are clearly marked with the child's name, and changed daily. Hot air hand drying may alternatively be available. Ideally there are separate toilet facilities for adults.

21.11 Each child has their own bed linen, flannel and toothbrush if they are used (these can be provided by parents or registered persons).

21.12 There is an area where confidential information and necessary records can be kept and where staff may talk to parents confidentially. Ideally staff have a room or area available for breaks, away from areas being used by children.

21.13 There is a kitchen that is adequately equipped to provide meals and snacks for children on the premises. Exceptionally, if this is not available, the registered person will show how adequate arrangements will be made to provide food and drinks for children.

21.14 Food preparation and food storage areas conform to environmental health and food safety regulations.

21.15 Arrangements are made to ensure that an adequate supply of clean bedding, towels, protective clothing, spare clothing etc. is always available.

21.16 The indoor playing space provides at least 2.8m² of usable open space per child.

21.17 The registered person shows, within the operational plan, how this indoor play space will be divided up and used to provide activities for groups of children and how staff will be deployed within it.

21.18 Play areas are large enough to give scope for free movement and well spread out activities. There are separate areas for different activities.

21.19 Ideally, 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.

21.20 Staff preparing and serving food have a current certificate in food hygiene, or as required by the Environmental Health Department.

STANDARD 22: EQUIPMENT

OUTCOME

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

22.1 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 safety standards.

22.2 There is sufficient and appropriate equipment such as suitable chairs, tables, stair gates, bedding and buggies, and/or fitted child car seats so that a good range of quality care can be provided.

22.3 The registered person ensures that their equipment and toys:

- Are appropriate to the ages and development of the children
- Conform to the BS EN where this benchmark exists
- Are checked regularly for signs of wear and tear that could affect safety
- Are used in accordance with the manufacturers' instructions
- Are of sufficient quality and quantity to be adequate for the number of children attending.

Additionally, where play areas are used during outings, registered persons ensure that the children use age-appropriate equipment and do not use faulty equipment.

22.4 The registered person ensures that 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 development needs of the children attending and promote their cultural awareness and equal opportunities.

STANDARD 23: SAFETY

OUTCOME

Children have their needs met in a safe environment.

23.1 The registered person takes positive steps to promote safety at all times, and ensures proper precautions are taken to prevent accidents.

23.2 The registered person takes reasonable steps to ensure that hazards to children on the premises, both inside and outside, are minimised. The registered person is aware of, and complies with, health and safety requirements.

23.3 A health and safety policy is available that identifies good practice to be carried out within the establishment.

23.4 Gas and electrical appliances and fittings conform to safety requirements, are properly guarded and do not pose a hazard to children. Appropriate annual checks are carried out and records of certificates are kept. Electric sockets in areas accessible to children are fitted with socket covers.

23.5 The premises and outdoor play area are secure and children are not able to leave unsupervised. Children are supervised at all times.

23.6 Outdoor areas are safe for children and all dangerous features protected:

- All ponds, drains, swimming pools, water butts, Jacuzzis and any natural water are made safe
- Sandpits are covered when not in use.

23.7 Hazardous indoor or outdoor plants are avoided or made inaccessible to children.

23.8 Any door or structure fitted with glass is safety glass or is covered with protective plastic film.

23.9 Greenhouses, garages and sheds should not be accessible to children.

23.10 The registered person has been visited by the Fire Safety Officer before registration and satisfies the Fire Safety Officer that children can be evacuated safely.

23.11 Fire doors are not obstructed and fire exits are clearly identifiable and easily opened from the inside. There are clearly defined procedures, known to all staff, for emergency evacuation of the building. Fire drills are carried out at least twice a year. Records are kept to the satisfaction of the Fire Safety Officer in a fire logbook for inspection and certificates are retained.

23.12 Fire blankets, extinguishers, alarms, smoke detectors and carbon dioxide detectors, which conform to BS EN standards, are provided as required by the fire service. These are checked to the frequency specified by the manufacturer and kept in working order.

23.13 The registered person complies with any recommendations made by the Fire Safety Officer.

23.14 The registered person has either undertaken fire safety training or has a good understanding of fire safety issues before registration.

23.15 Records are kept about vehicles in which children are transported, including insurance details and a list of named drivers. Any vehicle used to transport children is properly maintained, conforms to legal requirements, and drivers have a valid licence and appropriate insurance.

23.16 Parents give written consent for their children to be transported in a vehicle.

23.17 All children are restrained in an appropriate car seat or seat belt as required by law. The vehicle is fitted with child safety locks to the doors and these are used. Good practice is followed in dealing with vehicle airbags.

23.18 Children are not left unattended at any time on outings or in a vehicle.

23.19 In the event of a child going missing the registered person has a policy which sets out a clear action plan concerning what to do and whom to contact.

23.20 Chemical preparations of any sort, whether in the form of medicines, household cleaners, paints, pesticides or other such substances should be kept out of sight and reach of children, in locked cupboards or cupboards with safety catches.

23.21 The registered person informs parents if there are pets such as cats and dogs, or if there are likely to be any "visiting" pets, in particular, dogs, brought into the premises.

23.22 Children are not left unsupervised where cats or dogs are present.

Annexe A

Babies – children under 2

There are additional criteria to be met by a registered person of crèche who wishes to care for babies.

STAFFING

A1 Registered persons ensure that:

- 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 two years
- Arrangements for staff minimise the number of carers for the individual child

ORGANISATION

A2 Registered persons ensure that:

- Children aged under two years are cared for in groups of no more than 12.

SAFETY

A3 Registered persons ensure that:

- Babies are securely fastened whilst in prams, pushchairs and high and low chairs.
- Sleeping babies are frequently checked.

FOOD AND DRINK

A4 Registered persons ensure that:

- Feeding and nappy changing takes place in accordance with the child's individual needs and not as part of a crèche routine
- Babies are held whilst bottle feeding, preferably by the same carer
- 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 for parents.

CARE AND LEARNING

A5 Registered persons ensure that:

- Children have the opportunity to interact with a consistent adult at frequent intervals
- Children's individual sleeping routines are respected
- Activities, toys and equipment are appropriate for the child's age and provide varied sensory opportunities and experiences.

PREMISES

A6 Registered persons ensure that:

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

EQUIPMENT

A7 Registered persons ensure that:

- Activities, toys and equipment are appropriate for the child's age and provide varied sensory opportunities and experiences both indoors and outdoors
- Cots or other appropriate furniture are provided for children to rest or sleep.

PARTNERSHIP WITH PARENTS

A8 Registered persons ensure that there is a system of exchange of information between the parent and key person.