



Accidents, Incidents & Existing Injuries Policy

Little Lemon's Childminding

Policy owner	Kayleigh-Anne Thomas
Applies to	Children, childminder, assistants, household and visitors
Linked records	Accident Form, Incident Form, Existing Injury Form and risk assessments
Effective from	August 2026
Review	Annually and after any significant event or guidance change

I will respond calmly, put the child's immediate safety first, communicate honestly and use every event as an opportunity to make care safer.

1. Purpose and principles

This policy explains how I prevent and respond to accidents, injuries, incidents and near misses, and how injuries that happened before a child arrived are recorded. Children learn through active play and minor bumps can happen even with careful supervision; every concern will still be taken seriously.

Emergency care will never be delayed while I try to contact a parent. I will seek appropriate help first and contact the family as soon as possible.

- I maintain current paediatric first-aid training and an accessible, appropriately stocked first-aid kit.
- I supervise according to children's ages, needs, activities and the environment.
- I keep written records of accidents, injuries and first-aid treatment and inform parents the same day or as soon as reasonably practicable.
- Records are factual, respectful and confidential; I do not assign blame or make a medical diagnosis.
- Patterns, repeated injuries and near misses are reviewed so that risks and practice can be improved.

2. What the terms mean

Term	Meaning in this policy
Accident	An unintended event that causes or could cause injury, for example a fall, bump, cut or burn.
Incident	A significant event affecting safety or wellbeing, with or without injury, including biting, a collision, physical intervention, exposure to a hazard or distressing event.
Near miss	Something that could have caused harm but did not. It is still reviewed and may be recorded.
Existing injury	A mark, injury or concern that happened before the child entered my care that day.
Serious event	An accident, injury, illness or other event requiring urgent treatment, significant professional involvement or a statutory notification.

3. Immediate response

- Make the area safe, assess the child and provide first aid within my training.
- Comfort and reassure the child while maintaining appropriate supervision of everyone else.
- Call 999 when the injury or symptoms are serious, life-threatening or outside the safe scope of first aid.
- Contact the parent promptly for a significant concern and arrange collection or medical assessment where needed.
- Use emergency contacts if a parent cannot be reached. I may accompany or arrange emergency transport when necessary under the signed emergency permission.
- Preserve relevant information or equipment and avoid disturbing a serious incident scene except to protect life or prevent further harm.

When I will call 999

Examples include difficulty breathing, unconsciousness or reduced responsiveness, a seizure lasting longer than the child's plan allows, severe bleeding, suspected serious head, neck or spinal injury, a severe allergic reaction, significant burn, poisoning or any situation where I believe urgent help is required.

4. Minor accidents

For a minor bump, graze or small cut, I will give suitable first aid, observe the child and record what happened. Parents will normally be told at collection, but I will contact them sooner if symptoms change, the injury is to the head or face, the child remains distressed, or parental advice or collection may be needed.

I will not give medicine or apply a product beyond the agreed permissions. Plasters and first-aid items will be used appropriately, taking account of known allergies.

5. Head, face and mouth injuries

- Parents will be informed promptly about a significant bump to the head, face or mouth, even if the child initially appears well.
- The child will be monitored for increasing sleepiness, repeated vomiting, confusion, unusual behaviour, worsening headache, seizure, balance problems, unequal pupils, fluid or blood from the ears or nose, breathing difficulty or loss of consciousness.
- I will call 999 for serious symptoms and will seek NHS 111 or professional advice where the level of concern is unclear.
- Parents will receive the known facts, first aid given and symptoms to monitor after collection; I will not diagnose concussion.
- A knocked-out adult tooth will be handled only in line with emergency dental advice. A knocked-out baby tooth will not be reinserted.

6. Recording an accident or incident

The record will include:

- the child's name and the date, exact time and place
- what was happening immediately before the event and a clear factual description
- the injury, mark, symptoms or effect observed, including a body map where useful
- first aid, medical advice, emergency action and monitoring provided
- who witnessed and responded, and any equipment or environment involved
- when and how the parent was informed, collection arrangements and parent acknowledgement
- follow-up action, risk-assessment changes and external notifications where required.

Where several children are involved, each child's information will be recorded and shared separately. A family will not receive another child's name or confidential information.

7. Existing injuries and marks

- Parents should tell me at arrival about any injury, mark, accident or treatment that occurred before the child entered my care.
- I may ask the parent to complete and sign an Existing Injury Form describing what happened, when, where and any care or medical advice received.
- If I notice an unexplained mark, I will record its location and appearance factually and ask an open, non-leading question appropriate to the situation.
- I will never investigate or pressure a child. Their own words will be recorded accurately where relevant.
- An explanation that is absent, inconsistent, concerning or part of a repeated pattern will be considered under the Safeguarding & Child Protection Policy. Information may be shared without parental permission when necessary to protect a child.

Injury at handover

Where practical, an injury noticed at arrival will be discussed and recorded before the parent leaves. If this is not possible, I will contact them promptly and complete the record as soon as possible.

8. Incidents involving behaviour

Biting, pushing or another behaviour-related event will be managed calmly in line with the Behaviour Management Policy. I will first attend to anyone hurt, then help the children regulate and repair the situation in an age-appropriate way. Records will describe behaviour rather than label a child. Parents of the children involved will be informed separately and confidentiality maintained.

9. Parent communication and acknowledgement

- Parents are informed the same day about any accident or injury and first aid given, or as soon as reasonably practicable.
- Significant concerns are communicated immediately rather than waiting until collection.
- The parent is asked to read and acknowledge the record. A signature confirms receipt, not necessarily agreement or blame.
- Parents should update me after medical assessment, provide any diagnosis or instructions affecting care and report a deterioration after collection.
- If a parent refuses to sign, I will record that the information was provided and note the refusal; the factual record remains in place.

10. Serious events and statutory notifications

Depending on my registration, I must notify Ofsted or my childminder agency of any serious accident, illness or injury to, or death of, a child while in my care, together with the action taken. Notification will be made as soon as reasonably practicable and always within 14 days.

I must also notify the appropriate local child-protection agencies of a serious accident or injury to, or the death of, a child in my care and act on their advice. I will consider whether the insurer, local authority, Health and Safety Executive under RIDDOR, environmental health, police or another body must also be informed.

Possible notification	When considered
Ofsted / childminder agency	Serious accident, illness, injury, death or another notifiable significant event; as soon as possible and within 14 days.
Local safeguarding agency	Serious accident or injury, death, or where the circumstances raise a safeguarding concern.
HSE / RIDDOR	Where the event meets the legal reporting test and arises out of or in connection with the work activity.
Insurance provider	Where the policy terms require notification or a claim may arise.

A hospital visit does not automatically make every minor injury reportable to Ofsted. I will use current official guidance and seek advice if uncertain, recording the decision.

11. Review after an event

- Check whether the activity, supervision, environment, equipment or routine contributed.
- Update the relevant risk assessment and remove, repair or restrict a hazard where needed.
- Look for patterns by child, location, activity, time of day, injury type or equipment.
- Discuss learning with an assistant while protecting children's confidentiality.
- Inform families of a relevant safety change without disclosing another child's information.
- Seek professional advice or training where the event shows a gap in knowledge or practice.

12. First-aid arrangements

- An appropriate first-aid kit is accessible to the responsible adult but out of children's reach.
- A separate portable kit and emergency contacts are taken on outings.
- Contents and expiry dates are checked regularly and items replaced after use.
- My paediatric first-aid certificate is kept current. Any assistant left in sole care must meet the relevant first-aid and competence requirements.
- Gloves and safe hygiene procedures are used for blood and bodily fluids, followed by appropriate cleaning and disposal.

13. Records, confidentiality and retention

Accident, incident, existing-injury and first-aid records are stored securely and only shared where necessary for the child's care, safeguarding, insurance, inspection, legal reporting or professional advice. They are retained in line with the setting's record-retention schedule and data-protection arrangements.

This policy is reviewed annually and after a significant event, a pattern of minor events, a complaint or a change in statutory guidance.



Assistant, Safer Recruitment & Ongoing Suitability Policy

Little Lemon's Childminding

Policy owner	Kayleigh-Anne Thomas
Setting	Little Lemon's Childminding
Effective from	August 2026
Review	Annually and sooner after an incident, concern or guidance change

An assistant must be suitable, prepared and clear about the responsibility of caring for children.

1. Before work begins

I define the role, obtain and verify references, identity, right to work, qualifications and employment information as applicable, and complete required safer-recruitment checks. An assistant must be cleared as suitable by Ofsted or my childminder agency before being included in ratios. DBS information alone does not replace the suitability decision.

2. Training and induction

Induction covers safeguarding, paediatric first aid, emergency action, behaviour, intimate care, medication, allergies, sleep, food safety, missing child, confidentiality, phones, complaints and whistleblowing. Competence is observed and gaps addressed before responsibility increases.

3. Supervision and sole care

I remain accountable for the provision. An assistant is left alone with children only when legally permitted, competent, suitable, covered by insurance and parents have given specific permission. Sole care by an assistant is limited to no more than two hours in a day unless the person is independently registered as required.

4. Ratios and deployment

Ratios are calculated for the children actually present, including relevant children of the childminder, and do not automatically increase merely because an assistant is available. Space, needs, activities, qualifications and safe supervision determine deployment.

5. Ongoing suitability

The assistant must disclose changes that may affect suitability, including cautions, convictions, health, household or safeguarding matters. Regular declarations, supervision and training reviews are recorded. Ofsted/agency notifications are made where required.

6. Concerns and records

Low-level concerns, allegations and whistleblowing are taken seriously. Safeguarding allegations are referred to the LADO and Ofsted/agency without internal investigation that could prejudice enquiries. Personnel records are stored securely and retained lawfully.



Attendance & Child Absence Policy

Little Lemon's Childminding

Policy owner	Kayleigh-Anne Thomas
Applies to	All children booked to attend Little Lemon's Childminding
Linked documents	Safeguarding Policy; Illness Policy; Arrival & Collection Policy; Fees Policy
Effective from	August 2026
Review	Annually and after a safeguarding concern or statutory change

Regular attendance supports children's security, learning and safeguarding. Every unexpected absence will be noticed and followed up.

1. Purpose and principles

This policy explains how attendance is recorded, how parents should report an absence and what I will do when a child does not arrive as expected. Absence is not treated as wrongdoing; the purpose of follow-up is to confirm that the child and family are safe, understand any support needed and identify possible safeguarding concerns.

2. Attendance records

The child must be handed directly to me at arrival and released to an authorised collector. Actual arrival and departure times are recorded on the paper sign-in/out register. BabyDays may provide an additional operational record, but it does not replace the accurate attendance information required in the setting. Records show who collected where relevant and are retained securely.

3. Parents' responsibility to report absence

Parents should tell me as soon as they know that their child will not attend, preferably before the booked start time. They should give the child's name, expected length of absence and a brief reason, including symptoms where illness or exclusion guidance may apply. A message, telephone call or agreed BabyDays communication may be used. Parents should keep me updated if the expected return date changes.

4. Planned absence

Holidays, appointments, family events and other planned absence should be notified in advance where possible. Funding declarations, contracted sessions and charges continue to follow the Funding, Fees & Payments Policy. A known and agreed absence is still recorded accurately.

5. Illness-related absence

Parents should explain symptoms so that exclusion, infection-control and return arrangements can be considered. A child who is unwell remains subject to the Illness, Infection Control & Exclusion Policy. Medical information is handled confidentially and shared only where lawful and necessary.

6. Unexpected absence without notification

If a child has not arrived at the expected time and I have received no message, I will check the booking and communications, then contact the parent promptly. If the parent cannot be reached, I will try other parents/carers with responsibility and the child's emergency contacts. Contact attempts, responses and decisions will be recorded.

7. How quickly I will follow up

Follow-up will normally begin within 30 minutes of the expected arrival time, allowing for ordinary minor delays. I may act sooner where the child or family is vulnerable, the absence is unusual, there is a current safeguarding concern or information suggests immediate risk. A child in possible immediate danger will not wait for the ordinary timescale.

8. Prolonged absence

There is no single number of days that is safe for every child. I use professional judgement, considering age, vulnerability, communication from the family, reason given, home circumstances, previous concerns and whether the absence is expected. I maintain appropriate contact during a prolonged absence and agree when the child is expected to return.

9. Patterns and trends

I review repeated absence, frequent illness, regular non-attendance on particular days, unexplained changes, missed funded sessions and repeated difficulty contacting the family. A pattern may indicate changing needs, barriers to attendance, funding concerns or risk to the child. I will discuss the pattern sensitively with parents and record agreed support or action.

10. Safeguarding escalation

If I cannot establish that the child is safe, the explanation is concerning, contact repeatedly fails, the absence forms a worrying pattern or the child/family has known vulnerabilities, I will follow the Safeguarding & Child Protection Policy. I may contact Hertfordshire Children's Services for advice or referral and may request a police welfare check. I do not need parental permission to share necessary and proportionate information to protect a child.

11. Immediate danger

Where information suggests that a child or another person is in immediate danger, I will call 999. I will provide the known facts, contact attempts, address and relevant vulnerability information and follow professional instructions.

12. Returning after absence

The child will be welcomed back warmly without blame. Parents should update me about health, treatment, injury, medication, emotional changes or professional advice affecting care. Where useful, routines or settling support will be adjusted. A return does not automatically end safeguarding action where concerns remain.

13. Funded places and persistent non-attendance

Funded attendance is recorded honestly and submitted in line with Hertfordshire requirements. I will not claim for hours that cannot lawfully be claimed. Persistent or prolonged non-attendance may need to be discussed with the local authority funding team and may affect the placement or funding arrangement, after appropriate communication and safeguarding consideration.

14. Confidentiality and records

Attendance registers, absence messages, contact attempts, reasons, professional advice and safeguarding decisions are stored securely. Information is shared only with those who need it for care, safeguarding, funding, inspection or another lawful purpose. Another family's information is never included in a parent's record.

15. Working in partnership

I understand that families experience illness, emergencies, transport problems and difficult periods. Early, honest communication helps me support the child and prevents unnecessary worry. Parents will be reminded to keep every telephone number, emergency contact and home address current.

Unexpected absence response

Stage	Action
Child does not arrive	Check booking, known absence and messages; begin follow-up normally within 30 minutes of expected arrival.
Parent not reached	Try other parent/carer contacts and authorised emergency contacts; record every attempt.
Safety confirmed	Record reason and expected return; apply illness, funding or contractual arrangements as relevant.
Safety not confirmed or explanation causes concern	Use professional judgement and safeguarding procedures; contact children's social care and/or request police welfare check.
Immediate danger	Call 999 without delay.

Parents' quick reminder

- Tell me before the booked start time whenever your child will be absent.
- Explain illness symptoms and the expected return date.
- Update me if plans change or the absence lasts longer than expected.
- Keep parent, emergency-contact and address details current.
- Expect me to make contact if your child does not arrive and I have not heard from you.

Official basis

This policy implements paragraphs 3.12 and 3.13 of the Early Years Foundation Stage statutory framework for childminders applying from 1 September 2026.



Climbing Frame Policy

Little Lemon's Childminding

Owner	Kayleigh-Anne Thomas
Applies to	All children using or near the climbing frame
Linked documents	Outdoor Climbing Frame Risk Assessment; Garden Risk Assessment; Accident Policy
Effective from	August 2026
Review	Annually and after an accident, near miss, repair or equipment change

Climbing builds confidence and coordination when challenge is matched carefully to each child.

1. Purpose

This policy explains how children use the garden climbing frame safely while still enjoying physical challenge, exploration and managed risk. Use is always based on the child's age, development, confidence, coordination and ability to follow simple safety instructions.

2. Non-negotiable age restriction

Children under three years old are not permitted on any raised platform, upper level, upper ladder or other elevated section of the climbing frame. They may use only a specifically suitable ground-level feature after an individual assessment and with close direct supervision. This restriction applies even if a child appears physically confident or uses similar equipment elsewhere.

3. Supervision

I position myself where I can see the whole structure, reach a child quickly and monitor access points, platforms and landing areas. Climbing-frame supervision is active; I do not use my phone, prepare food, complete paperwork or supervise from inside. If I cannot supervise safely, the equipment is closed.

4. Safe use rules

Children wait until the route and landing area are clear, use the equipment as designed, keep both hands available for climbing and wear secure footwear and suitable clothing. Pushing, overcrowding, climbing on roofs or barriers, carrying toys while climbing, tying ropes or clothing to the frame and walking up a slide while another child is descending are not permitted.

5. Numbers and mixed ages

The number of users is limited according to the manufacturer's guidance, the space available and my ability to intervene immediately. When abilities differ significantly, children take turns or use separate parts. Older or more confident children are reminded to protect the space of younger children.

6. Weather and condition

The frame is closed when wet, icy, excessively hot, unstable, damaged or affected by strong wind. I check the landing surface, bolts, fixings, timber or metal, steps, grips, handrails, ropes, slide, protrusions, splinters, entrapment gaps, animal fouling and objects beneath or around the equipment before use.

7. Helping children manage risk

I encourage children to test a low step, judge where to place hands and feet, and come down independently where safe. I do not lift a child onto a height they cannot reach themselves or pressure a reluctant child. Assistance is calm and minimal while remaining close enough to prevent serious harm.

8. Accidents and closure

First aid is provided and parents informed under the Accidents Policy. A significant fall, head injury, entrapment, equipment failure or repeated near miss closes the frame immediately. The scene and equipment are preserved where needed, the event recorded, relevant notifications considered and the risk assessment reviewed before reopening.

Daily opening check

- Frame secure and level; no movement at anchors or joints.
- No loose or missing fixings, sharp edges, rust, rot, cracks, splinters or damaged components.
- Steps, grips, platforms, rails, ropes and slide are secure and unobstructed.
- Impact and landing area is clear, suitable and free from hard objects, debris, water, ice and animal fouling.
- No cords, clothing, bags, toys or improvised items can create entanglement or strangulation risk.
- Weather and surface temperature are suitable.
- Access can be controlled and direct supervision maintained.

The equipment remains out of use until a failed check has been corrected and safety has been confirmed.



Complaints, Concerns & Unacceptable Behaviour Policy

Little Lemon's Childminding

Policy owner	Kayleigh-Anne Thomas
Applies to	Parents, carers, authorised adults, visitors, assistants and the childminder
Linked policies	Safeguarding, Confidentiality & Data Protection, Behaviour Management and Fees & Payments
Effective from	August 2026
Review	Annually and after a significant complaint, incident or guidance change

Please speak to me early if something is unclear or worrying you. I will listen carefully, respond fairly and keep your child's wellbeing at the centre of every decision.

1. My commitment to families

A trusting relationship between home and the setting matters enormously. I want parents to feel comfortable asking questions, raising a worry or telling me when something has not felt right. Most concerns can be resolved quickly through a calm, private conversation, without blame.

A complaint made honestly and in good faith will be taken seriously. It will not affect the care, affection, opportunities or respect given to a child, and nobody will be treated unfairly for raising a genuine concern.

- I will listen without becoming defensive and make sure I understand the concern.
- I will be open about what I can do, what I need to check and when the family will hear from me.
- I will investigate fairly, keep an accurate record and explain the outcome clearly.
- I will apologise and put matters right where practice has fallen below the standard families should expect.
- I will protect confidentiality while sharing information when safeguarding or another legal duty requires it.

2. Concern, complaint or safeguarding matter?

Type	What it means and how it is handled
Question or concern	A request for clarification or an early worry that may be resolved through a calm conversation, message or agreed action.
Complaint	An expression of dissatisfaction about care, conduct, communication, a decision, service or possible failure to meet a requirement. It does not need to use the word 'complaint'.
Safeguarding concern	Information suggesting a child may be at risk of harm, or an allegation against an adult caring for children. This follows safeguarding procedures immediately and may be referred externally before I discuss it further.
Contractual dispute	A disagreement about fees, notice, deposit or another contract term. I will consider it fairly under the contract and Fees & Payments Policy; Ofsted does not normally settle contractual disputes.

A concern can become a formal complaint at any time. Families do not have to use the informal stage first, especially where the matter is serious or they would not feel comfortable doing so.

3. Stage one - raise the concern early

Where appropriate, please speak to me as soon as possible. A private conversation can be arranged so important matters are not discussed during a rushed handover or in front of children. A message or email may also be used.

I will clarify what has happened, listen to the outcome the family hopes for and agree any immediate action. I aim to acknowledge a concern within two working days and resolve straightforward matters promptly. If it cannot be resolved, or the parent asks for a formal response, it will move to stage two.

4. Stage two - formal written complaint

A formal complaint should be sent in writing so that the issues are clear. Help will be offered where writing, language, disability or access needs make this difficult. Please include, where possible:

- the child's name and the complainant's name and contact details
- what happened, including relevant dates, times and people involved
- which part of the service, policy or EYFS requirement is of concern
- what has already been discussed and any supporting information
- the outcome or action the complainant would like me to consider.

I will acknowledge receipt, normally within three working days. I will investigate any written complaint relating to fulfilment of the EYFS requirements and notify the complainant of the outcome within 28 days of receiving it. If an external safeguarding or police process limits what I can say, I will explain this and provide as much lawful information as possible.

5. How I will investigate

- Review the complaint, relevant policies, messages, attendance information and factual records.
- Speak privately with relevant adults and, only when appropriate, consider a child's voice in a sensitive, non-leading and age-appropriate way.
- Separate fact, professional judgement and differing recollections; I will not assume that disagreement means dishonesty.
- Consider immediate safety measures without prejudging the final outcome.
- Keep dated notes of enquiries, evidence, decisions and action taken.
- Seek advice from Ofsted, my childminder agency, local authority, insurer or another professional where appropriate.

6. The written outcome

The response will normally explain:

- the concern investigated and the information considered
- the finding for each main point: upheld, partly upheld, not upheld, or unable to determine
- the reasons for the decision, without disclosing another person's confidential information
- any apology, correction, practical remedy, policy or risk-assessment change, training or monitoring
- what to do if the complainant remains dissatisfied, including Ofsted contact details where relevant.

As a sole childminder I cannot offer a fully independent internal appeal. I will, however, reconsider the matter if relevant new information is provided or if a clear factual or procedural error is identified.

7. Safeguarding concerns and allegations

A concern that a child may be at risk, or an allegation that I, an assistant, a household member or another adult has harmed or may have harmed a child, will not wait for the ordinary complaints process. I will follow the Safeguarding & Child Protection Policy, preserve records and contact the appropriate safeguarding service, Local Authority Designated Officer, Ofsted or police as required.

I may have to share information without parental permission and may be unable to discuss details while an external investigation is taking place. This is to protect the child and the integrity of the investigation, not to dismiss the family's concern. If a child is in immediate danger, call 999.

8. Complaints about an assistant or another person

Complaints about an assistant or another person connected with the setting should be raised with me. I will ensure the person complained about is not responsible for deciding the outcome. Immediate protective action may be taken while facts are established. Safeguarding allegations will be referred externally and the suitability or notification requirements applying to Ofsted or my childminder agency will be followed.

9. Confidentiality and records

- Complaint information is shared only with people who need it to investigate, protect a child, meet a legal duty or obtain professional advice.
- Absolute confidentiality cannot be promised, particularly for safeguarding, criminal, insurance or regulatory matters.
- Each complaint and its outcome will be recorded securely, including action taken and relevant correspondence.
- Complaint records will be made available to Ofsted or my childminder agency on request and retained under the setting's record-retention and data-protection arrangements.
- Anonymous concerns will be considered where enough reliable information is available, although anonymity may limit the investigation or response.

10. Contacting Ofsted or a childminder agency

Parents may contact Ofsted, or the childminder agency with which I am registered, if they believe EYFS or registration requirements are not being met, if the matter is serious, if they cannot reasonably raise it with me, or if they remain dissatisfied. They do not need my permission.

Ofsted route	Current contact details
Concerns about a provider	Telephone: 0300 123 4666 (Monday to Friday, 9am to 5pm) Email: CIE@ofsted.gov.uk
General enquiries	Telephone: 0300 123 1231 Email: enquiries@ofsted.gov.uk
Immediate danger	Call police on 999. For a child at risk who is not in immediate danger, contact the local council children's safeguarding service or police on 101.

Ofsted may use information when deciding whether regulatory action or inspection is needed, but it does not normally resolve individual fee or contract disputes. Contact details will be checked when this policy is reviewed.

11. Respectful communication

I understand that parents may feel upset, anxious or strongly disagree with me. Firm questions, criticism, an honest review or a complaint made in good faith are not unacceptable behaviour. I will remain calm and professional and ask the same from every adult so that children are not exposed to conflict.

Behaviour that will not be accepted

- violence, threats of violence, intimidation, aggressive confrontation or deliberate damage
- shouting, swearing, insults or degrading language directed at a child, me, an assistant, a household member or another family
- racist, sexist, homophobic, transphobic, disability-related or other discriminatory abuse
- harassment, stalking, repeated unwanted contact, threats or targeted abuse in person, by phone, online or through social media
- entering private or restricted areas, refusing to leave when asked, or recording other children or confidential material without permission
- knowingly false or malicious allegations, or using the complaints process to threaten or harass. A concern that is not upheld is not, by itself, malicious.

12. How unacceptable behaviour will be managed

- I will prioritise children's safety, end a conversation or handover discussion and move children away from conflict where necessary.
- I may ask the person to stop, leave the premises or communicate only in writing or at a planned meeting.
- I may require another appropriate adult to attend meetings, restrict a particular person's access to the setting, or agree a different authorised collector, subject to parental responsibility, court orders and safeguarding duties.
- I will record what happened and preserve relevant messages or evidence.
- I may contact the police, Ofsted, safeguarding services or seek legal advice where there is a threat, offence, safeguarding concern or serious harassment.
- Serious or repeated unacceptable behaviour may lead to immediate termination of the childcare arrangement in accordance with the contract where continuing would be unsafe or the working relationship has irretrievably broken down.

A child will never be withheld as leverage in a dispute. Collection arrangements will always be managed lawfully and with the child's immediate safety as the priority.

13. Fairness, accessibility and support

- Complaints are welcomed from any parent or carer with a legitimate connection to the child's care, while parental responsibility and confidentiality are respected.
- Reasonable adjustments will be considered, including a meeting, telephone discussion, accessible format, interpreter or support person where appropriate.
- A complainant may be accompanied at a formal meeting, provided confidentiality and children's safety are protected.
- Where communication has become difficult, I may suggest written communication or a neutral professional discussion to help keep the focus on the child.
- Repeated complaints about the same matter may be closed after a full response unless new and relevant information is provided; safeguarding information will always be considered.

14. Learning and review

Complaints are an opportunity to check whether practice matches the safe, warm and professional care I promise families. I will review any pattern, improve records or communication, amend policies and risk assessments, and seek training or advice where needed. Relevant learning may be shared with families without identifying another child or complainant.

This policy is reviewed annually and sooner after a significant complaint, safeguarding matter, unacceptable-behaviour incident or change in statutory guidance.



Confidentiality, Data Protection & Privacy Policy

Little Lemon's Childminding

Policy owner	Kayleigh-Anne Thomas
Setting	Little Lemon's Childminding
Effective from	August 2026
Review	Annually and sooner after an incident, concern or guidance change

Families should know what information I hold, why I need it and how I keep it safe.

1. Data I use

I collect only information needed to provide safe care, meet EYFS, safeguarding, funding, tax, insurance and contractual duties, communicate with families and support learning. This may include contact, health, allergy, attendance, developmental, funding, photograph, accident, safeguarding and payment information.

2. Lawful use and transparency

Processing is based on contract, legal obligation, legitimate interests, vital interests, public task where applicable, and consent where consent is genuinely optional. Special-category information is handled under an appropriate UK GDPR condition. Families receive a privacy notice explaining purposes, lawful bases, recipients and retention.

3. Storage and access

Paper records are kept securely. BabyDays and the dedicated Little Lemon's iPad use strong passcodes, current software, two-factor authentication where available and access limited to authorised users. The iPad uses a separate business Apple ID. Setting photographs taken on the phone are transferred or recorded appropriately and deleted from the phone by the end of the day, including recently deleted and cloud sync where relevant.

4. Sharing information

Information is not discussed where others can hear it. It may be shared with parents who have lawful access, Ofsted, the local authority, health professionals, emergency services, insurers, HMRC, funding teams or safeguarding agencies when lawful and necessary. Another child's identity and records are protected. Safeguarding information may be shared without consent.

5. Photos and digital records

Photographs and videos are used only under the permissions given and for defined childcare purposes. Consent can be withdrawn for future optional use. No child is identified publicly without specific permission. Personal social-media accounts are not used for setting records or contact.

6. Rights, breaches and retention

Families may ask for access, correction, restriction, objection or deletion where the law allows. Requests are verified and handled within the legal timescale. Suspected data breaches are contained, documented and assessed; the ICO is notified within 72 hours where the risk threshold is met, and affected people are told where high risk exists. Records follow a written retention schedule and are securely destroyed when no longer required.

7. Contact

Data controller: Kayleigh-Anne Thomas, Little Lemon's Childminding. Email: hello@littllelemonschildminding.co.uk. ICO concerns: ico.org.uk. The ICO registration number will be added once registration is issued.



Emergency Evacuation & Critical Incident Policy

Little Lemon's Childminding

Policy owner	Kayleigh-Anne Thomas
Setting	Little Lemon's Childminding
Effective from	August 2026
Review	Annually and sooner after an incident, concern or guidance change

Children need adults to act calmly, quickly and in a rehearsed way.

1. Preparation

Escape routes are clear, alarms tested and emergency contacts, attendance information, essential medication, phone and a grab bag accessible. Fire and emergency arrangements consider babies, non-walkers, SEND and the layout of the home. Drills are practised and recorded at suitable intervals without frightening children.

2. Evacuation

On discovering fire, smoke, gas, structural danger or another immediate threat, I raise the alarm, gather children, leave by the safest route and call 999. I do not stop for belongings or re-enter. Attendance is checked at the assembly point and emergency services are told if anyone is unaccounted for.

3. Assembly and relocation

Primary assembly point: the front driveway or pavement, safely away from the house. Alternative: the far end of the back garden. The buggy or trailer kept by the front door or porch is used only if immediately safe; evacuation is never delayed to retrieve it. Parents are contacted once safe; release is only to authorised adults and is recorded.

4. Lockdown or shelter

Where danger is outside, I secure doors and windows, move children away from the threat, maintain quiet reassurance and follow police instructions. Families are not asked to travel into a dangerous area.

5. Loss of utilities or premises

I assess temperature, water, sanitation, food, security and safe care. Short disruption may be managed safely; otherwise parents collect and the setting closes. Charges follow the Funding, Fees & Payments Policy and contract.

6. After an incident

I provide first aid, preserve records, notify Ofsted/agency and other bodies where required, inform the insurer and review risk assessments. Support is offered sensitively after a distressing event.



Equality, Inclusion & SEND Policy

Little Lemon's Childminding

Policy owner	Kayleigh-Anne Thomas
Setting	Little Lemon's Childminding
Effective from	August 2026
Review	Annually and sooner after an incident, concern or guidance change

Every child belongs, participates and is valued as an individual.

1. Inclusive commitment

I welcome children and families regardless of disability, SEND, race, nationality, language, religion, sex, family structure, sexual orientation, gender reassignment, pregnancy or maternity, or socio-economic circumstances. Discrimination, stereotyping and harassment are challenged. Resources reflect varied lives and children are helped to value difference.

2. Identifying and supporting needs

I observe children's strengths, interests, communication, development and participation. Concerns are discussed sensitively with parents and support is planned together. I do not diagnose. With consent, I work with the health visitor, SENCO support, speech and language therapy, local authority and other professionals. Safeguarding information may be shared without consent when required.

3. Graduated approach

Support follows assess, plan, do and review: establish the child's needs and views; agree specific strategies and intended outcomes; put support into daily routines and play; review impact with parents and adjust. Records show the child's voice, family knowledge, reasonable adjustments and progress.

4. Reasonable adjustments

I anticipate and remove barriers where reasonable, including adapting communication, routines, resources, sensory demands, seating, transitions and activities. Funding or specialist advice will be explored where needed. Admission is not refused merely because a child has SEND; capacity, safety, ratios, premises and whether needs can reasonably be met are considered individually.

5. English as an additional language

Home languages are respected and parents are encouraged to share key words, songs and cultural knowledge. Children have rich English interaction without their home language being treated as a difficulty. Assessment distinguishes language acquisition from possible additional need.

6. Partnership and review

Parents are involved in decisions and receive clear, respectful information. Progress checks, plans and transitions are shared lawfully. Concerns about inclusion follow the Complaints Policy. This policy is reviewed alongside the accessibility of the premises and curriculum.



Food, Nutrition, Allergens & Safer Eating Policy

Little Lemon's Childminding

Policy owner	Kayleigh-Anne Thomas
Setting	Little Lemon's Childminding
Effective from	August 2026
Review	Annually and sooner after an incident, concern or guidance change

Food should be nourishing, enjoyable, inclusive and prepared to reduce allergy and choking risks.

1. What is provided

Little Lemon's provides breakfast for early drop-offs, healthy morning and afternoon snacks and fresh drinking water at no additional charge. Parents provide packed lunches, main meals, formula and special dietary products unless agreed otherwise. Funded places are not charged a compulsory consumables fee.

2. Healthy choices

Food follows current EYFS nutrition guidance with varied fruit, vegetables, starchy foods, protein and suitable dairy or alternatives. Sugary, salty and highly processed foods are limited. With written permission, a small age-appropriate birthday or celebration treat may be offered. Food is never used as reward or punishment.

3. Allergies and dietary needs

Allergy, intolerance, cultural, religious, medical and texture needs are recorded before attendance and displayed discreetly for those preparing food. Ingredients and labels are checked every time, cross-contamination is controlled and emergency medication is immediately available. This is not a nut-free home, but nuts must not be brought or served during childcare hours.

4. Safer eating and choking prevention

Children sit safely in a highchair or appropriately sized low chair in a calm designated eating space. An adult sits facing them, remains within sight and hearing and is close enough to respond. Food is prepared for the child's age and development; whole grapes, sausages and similar round foods are cut lengthways and into suitable pieces, hard choking hazards are avoided and children do not eat while walking, playing or travelling.

5. Weaning and drinks

Weaning is agreed with parents and follows current guidance. Honey is not given under 12 months; whole nuts and popcorn are not given to young children; unpasteurised or otherwise unsuitable foods are avoided. Formula and expressed milk are labelled, stored, prepared and discarded safely. Water is freely available.

6. Hygiene and records

Hands and surfaces are cleaned, raw and ready-to-eat foods separated, temperatures and use-by dates controlled, and Food Standards Agency safer-food procedures followed. Any reaction, choking episode or food-safety concern receives first aid/emergency action, parent notification, recording and review.



Health, Safety & Risk Assessment Policy

Little Lemon's Childminding

Policy owner	Kayleigh-Anne Thomas
Setting	Little Lemon's Childminding
Effective from	August 2026
Review	Annually and sooner after an incident, concern or guidance change

A welcoming home can still be carefully planned, checked and made safe.

1. Responsibilities

I take reasonable steps to prevent harm, maintain safe premises and equipment, supervise according to age and need, and comply with EYFS, fire, food, health and safety and reporting duties. Children also learn manageable risk through supervised play rather than having every challenge removed.

2. Risk assessment process

I identify hazards, who may be harmed, existing controls, further action, owner and review date. Written assessments cover the home, garden, kitchen, stairs, glass door, sleep, outings, play equipment and any significant activity. Dynamic checks are made daily and after weather, repairs or changes.

3. Known setting controls

Stair gates are used at the top and bottom as assessed; the non-safety-glass door is secured open during childcare; cleaning products and dishwasher tablets are inaccessible; the wine fridge is controlled; garden work and building materials are cordoned; under-threes do not access the top of the climbing frame; changing privacy maintains supervision.

4. Premises and equipment

Smoke and carbon-monoxide alarms are tested, escape routes kept clear, sockets and cords assessed, hot items and medicines secured, toys checked and recalled items removed. Equipment is age-appropriate, clean and maintained. Banned dog breeds must not be kept or present where registered childcare is provided.

5. Daily safety

Arrival checks cover rooms, garden, temperature, security, food and sleep spaces. Children are counted and supervised through transitions. Handwashing, infection control, safe lifting, sun protection and suitable clothing are embedded. Hazards are isolated immediately and significant defects may require closure.

6. Incidents and review

Accidents, near misses and concerns are recorded and trends reviewed. Serious events are reported to the relevant bodies. Risk assessments are reviewed annually, after an incident, when a child's needs change and whenever premises, equipment or routines change.



Illness, Infection Control & Exclusion Policy

Little Lemon's Childminding

Policy owner	Kayleigh-Anne Thomas
Setting	Little Lemon's Childminding - A Home From Home
Applies to	Children, household members, assistants and visitors
Effective from	August 2026
Review	Annually and whenever UKHSA, NHS or EYFS guidance changes

Please do not bring a child who is unwell. Prompt, honest communication protects every child, my family and the safe running of Little Lemon's.

Unwell Children Must Not Attend

Little Lemon's Childminding

This is a firm condition of attendance

If your child is ill, showing signs of illness, infectious, or not well enough to take part comfortably in the normal day, they must remain at home. Please do not bring an unwell child to the door and ask for them to be accepted.

Why this rule is necessary

- to protect babies and children in my care from avoidable illness and infection
- to protect their families, including vulnerable relatives and pregnant family members
- to make sure an unwell child receives the rest, comfort and individual care they need
- to prevent illness spreading to me or my household, which could force the whole setting to close
- to help Little Lemon's remain safe, reliable and open for every family

Please be aware

- I may refuse attendance at the door if I believe a child is unwell or cannot be cared for safely alongside the other children.
- Fever-reducing medicine or other medication must not be used to hide symptoms so that a child can attend.
- If a child becomes unwell during the session, a parent/carer or emergency contact must collect them promptly.
- Work commitments or difficulty arranging alternative care do not override the illness and exclusion rules.

When in doubt, keep your child at home

Please contact me before the contracted start time if you are unsure whether your child is well enough to attend. I will consider their symptoms, comfort, ability to join the normal routine, the needs of the other children and current health guidance. The detailed exclusion periods in the following pages still apply.

1. Purpose and approach

This policy explains when a child can attend, when they must remain at home, what happens if they become unwell during the day and how infection is prevented and managed. My decisions will consider the child's comfort, the needs of the other children, safe supervision and current public-health guidance.

Published exclusion periods are minimum public-health periods. A child may still need to remain at home after that period if they are not well enough to take part in an ordinary childminding day without one-to-one nursing care.

2. Vaccination requirement

- Children attending Little Lemon's are expected to be up to date with the routine NHS childhood vaccinations appropriate for their age.
- Parents must tell me if a vaccination is delayed, declined or cannot be given, and keep the child's vaccination information up to date.
- A documented medical reason preventing vaccination will be considered sensitively and individually. Advice or a risk assessment may be needed before a place or continued attendance is confirmed.
- During an outbreak or known exposure, a child who is not fully protected may need to remain away for longer on the advice of UKHSA, the NHS or the local Health Protection Team.

This is Little Lemon's admissions and health-protection requirement. It does not replace medical advice, and vaccination information will be handled confidentially.

3. Is my child well enough to attend?

A child should be comfortable enough to join normal play, meals, outings and rest routines. They must stay at home if they:

- have a raised temperature, have needed fever-reducing medicine to appear well, or have not yet been fever-free for 48 hours without that medicine
- have vomited or had diarrhoea within the previous 48 hours
- have an unexplained or new rash that has not been assessed where medical advice is needed
- have more than mild respiratory symptoms, breathing difficulty, a persistent or distressing cough, or thick nasal discharge together with signs that they are unwell
- have a known or suspected contagious illness requiring exclusion
- are unusually sleepy, distressed, in significant pain, unable to eat or drink normally, or unable to participate comfortably
- need a level of one-to-one care that prevents me from safely supervising the other children.

Mild colds

A mild cold or clear runny nose does not automatically prevent attendance if the child has no temperature, is otherwise well and can manage the normal day. I may refuse attendance if symptoms become heavy, the child needs constant close care or there is a wider infection concern.

4. If a child becomes unwell here

- I will comfort the child, monitor them closely and keep them away from others where practical without leaving them unsupervised.
- I will contact a parent or carer and explain the symptoms. Prompt collection will be required when the child is unwell, infectious or cannot participate safely.
- If a parent cannot be reached, I will contact the named emergency contacts in the agreed order.
- I will call 999 or obtain urgent medical help if the child has breathing difficulty, becomes unresponsive, has a seizure, shows signs of a severe allergic reaction or appears seriously ill.
- Symptoms, care given, collection and significant actions will be recorded and shared with the parent.

A child who is sent home must not return simply because medicine has temporarily reduced their symptoms. The relevant exclusion period and the child's overall wellness must both be satisfied.

5. Core exclusion rules

Condition or symptom	Return to Little Lemon's
Raised temperature / fever	After at least 48 hours fever-free, without medicine used to lower the temperature, and when otherwise well.
Vomiting or diarrhoea	At least 48 hours after the final episode and when eating, drinking and behaving normally.
Respiratory infection, flu, RSV or COVID-19	When symptoms are mild, there is no high temperature and the child is well enough for normal activities.
New or unexplained rash	After appropriate medical advice where needed and when contagious causes or other serious concerns have been addressed.
New medication or vaccination	Little Lemon's requires the child to remain at home for 48 hours after a first dose of new medication or a vaccination so a parent can monitor for a reaction. Ongoing routine doses are considered individually.

If a doctor or health professional gives a longer exclusion period, or the Health Protection Team provides case-specific instructions, that advice takes priority.

6. Infectious-disease quick guide

The following reflects the UKHSA exclusion table updated in July 2026. It is a quick reference, not a diagnostic tool.

Infection	Minimum exclusion / return
Chickenpox	Stay away until 5 days after the rash first appears. All remaining blisters should be dry enough to manage safely.
Measles	Stay away until 4 days after the rash started. I must seek public-health advice.
Mumps	Stay away until 5 days after swelling began.
Rubella	Stay away until 5 days after the rash started.
Whooping cough	Stay away until antibiotics have been taken for 2 days, or for 21 days from symptom onset if no antibiotics are taken.
Scarlet fever / Group A strep	Stay away until 24 hours after starting antibiotics.
Impetigo	Stay away until all blisters have formed scabs or 2 days after starting antibiotics.
Ringworm	Return after treatment has started, provided affected areas can be managed hygienically.
Scabies	For children aged 5 and under, return 24 hours after the first treatment.

Measles, diphtheria, meningitis, mpox, tuberculosis and certain serious gastrointestinal infections require professional or Health Protection Team advice before return.

7. Conditions that do not usually require formal exclusion

Condition	Little Lemon's approach
Hand, foot and mouth	No automatic public-health exclusion. The child must still be well, comfortable and able to manage saliva and sores hygienically.
Slapped cheek	No exclusion once the rash appears. Parents must inform me because exposure can be important for pregnant people and some vulnerable contacts.
Conjunctivitis	No automatic public-health exclusion. Attendance may be refused if discharge is heavy, hygiene cannot be managed or the child is unwell. Medical advice may be requested.
Head lice	No exclusion, but parents must begin appropriate treatment promptly and check household contacts.
Threadworms	No exclusion, but parents should seek pharmacy advice, treat as directed and reinforce careful hand hygiene for the household.
Ear infection	No automatic exclusion. The child may attend when comfortable, fever-free and well enough; medical advice should be followed.
Tonsillitis	Return when well and fever-free. If confirmed as Group A strep or scarlet fever, remain away until 24 hours after antibiotics begin.

Even where UKHSA states that exclusion is not required, Little Lemon's may ask a child to remain at home if they are too unwell for the day or their symptoms cannot be managed without compromising safe care for others.

8. Parent responsibilities

- Tell me before the contracted start time when the child will be absent and explain the symptoms or diagnosis.
- Report an infectious illness, new rash, hospital attendance, prescribed antibiotics, significant injury or contact with a serious infection promptly.
- Give accurate information about symptoms, medicine already given and the time of the last dose.
- Keep emergency contacts available and arrange prompt collection when requested.
- Follow the stated exclusion period and do not use medicine to mask symptoms for attendance.

9. Preventing infection

- Handwashing on arrival, before food, after toileting or nappy changes, after outdoor or messy play and after contact with bodily fluids.
- Regular cleaning of toys, equipment, high-touch surfaces, food areas and sleep spaces using suitable products.
- Safe nappy changing, disposal of waste, use of gloves and aprons where appropriate, and careful cleaning of bodily-fluid spills.
- Good ventilation, outdoor play, respiratory hygiene and age-appropriate teaching about coughs, sneezes and tissues.
- Separate towels, bedding, cups and personal items, with laundering at an appropriate temperature.
- Enhanced cleaning and temporary restrictions on shared resources during illness or an outbreak.

10. Outbreaks and notifications

Two or more linked cases, an unusual rise in absence or a serious notifiable infection may require advice from the local Health Protection Team. I will follow UKHSA, NHS, local-authority and Ofsted requirements, including any direction about exclusion, cleaning, notification or temporary closure.

Parents will be informed of relevant exposure without identifying another child. Confidential medical information will only be shared where necessary to protect health, meet a legal duty or obtain professional advice.

11. Illness in my household or affecting me

- If one of my own children or another household member is unwell, they will remain separate from minded children and outside childcare areas as far as reasonably possible.
- I will consider the infection, ability to maintain separation and cleaning, and any advice from a health professional or the Health Protection Team.
- If I am unwell or cannot provide safe care, Little Lemon's will close. Parents will be contacted as soon as possible and no private fee will be charged for care I cannot provide.
- A significant infectious illness in the household may require enhanced cleaning or temporary closure even if I am personally well.

12. Fees during absence

Contracted private fees remain payable when a child is absent through illness, exclusion or a parent decision while Little Lemon's is open. No private fee is charged when I close because I am ill or unable to provide care. Funded absences and closures are recorded and managed under Hertfordshire funding rules.

13. Records and review

I may record symptoms, temperatures, accidents, medicine, care provided, collection times, exclusion advice and relevant communications. Records are kept securely in line with the Confidentiality and Data Protection Policy. This policy will be reviewed annually and sooner when official guidance changes.



Intimate Care, Nappy Changing & Toileting Policy

Little Lemon's Childminding

Policy owner	Kayleigh-Anne Thomas
Setting	Little Lemon's Childminding
Effective from	August 2026
Review	Annually and sooner after an incident, concern or guidance change

Intimate care is respectful, unhurried and never compromises safety or dignity.

1. Principles

Children are told what is happening in simple language, encouraged to participate and given privacy appropriate to age while remaining safely supervised. Care is never used as punishment, rushed unnecessarily or discussed publicly. Individual preferences, disability, culture and communication needs are respected.

2. Nappy changing

The changing area is prepared before the child is positioned. Gloves and an easy-clean mat are used, hands are washed, waste is sealed and surfaces disinfected between children. Children are never left unattended or on a raised surface without direct control. Parents provide nappies, wipes and prescribed creams unless agreed otherwise.

3. Toileting

Toilet learning is agreed with parents and follows the child's readiness rather than pressure or shame. Accidents are handled calmly. Children are supported to wipe, flush and wash hands, with adult help according to need. Spare clothing is requested.

4. Creams and health concerns

Barrier creams are used only with permission and recorded where required. Rashes, unusual marks, pain, bleeding, constipation, diarrhoea or repeated changes are shared with parents and handled under medical, illness or safeguarding procedures as appropriate.

5. Privacy and safeguarding

A low privacy screen may be used where I can still supervise the wider room and the child safely. Doors are not locked in a way that prevents access in an emergency. I record concerns factually and never take intimate photographs. Children's words and body autonomy are respected.

6. Assistants

Only suitable, trained and authorised adults provide intimate care. Parents are told about arrangements. Any concern about practice or an allegation follows safeguarding procedures immediately.



Medication & Medical Care Policy

Little Lemon's Childminding

Policy owner	Kayleigh-Anne Thomas
Applies to	Children, childminder and any authorised assistant
Linked documents	Medical Information Form, Medication Consent and Administration Record, Care Plan
Effective from	August 2026
Review	Annually and whenever EYFS or medical guidance changes

No medicine will be given without clear information, written permission for that particular medicine and a safe way to administer it.

1. Purpose and principles

This policy explains how medicines and ongoing medical needs are managed safely at Little Lemon's. I will work closely with parents and, where appropriate, health professionals so that a child can be included without compromising their safety or the safety of others.

Medicine will never be used to make an unwell child appear well enough to attend. The Illness, Infection Control & Exclusion Policy still applies.

- The child's medical needs, allergies, current medicines and emergency instructions must be accurate and kept up to date.
- Only medicine needed during the contracted childcare period will normally be administered.
- Written permission is required for each particular medicine; a general or blanket permission is not enough.
- Every dose is recorded and the parent is informed the same day, or as soon as reasonably practicable.
- A child will be treated with dignity, offered a calm explanation and never forced to take medicine.

2. What I can administer

Type	Little Lemon's requirement
Prescription medicine	Must have been prescribed for that child by a doctor, dentist, nurse or pharmacist and supplied in the original labelled container.
Non-prescription medicine	May be given only when appropriate and with written permission for that particular product, dose, reason and period. Examples may include children's paracetamol, ibuprofen, antihistamine or teething gel.
Aspirin	Will only be given if prescribed for the child by a doctor.
Emergency medicine	Inhalers, adrenaline auto-injectors and other rescue medicine require written instructions and an up-to-date care or action plan.
Creams and topical products	Medicated creams require specific written permission. Nappy cream and sun cream are managed under the relevant care permission and product instructions.

I may decline to administer a medicine if the instructions, packaging, consent, dose, timing, expiry date or my competence are unclear. The parent must then make an alternative safe arrangement.

3. What parents must provide

- The medicine in its original container, in date, with the dispensing or manufacturer's label intact.
- The child's name, medicine name, strength, dose, route, reason, frequency, timing and storage instructions.
- Written permission signed before the first dose at Little Lemon's, including start and end dates where relevant.
- The exact time and amount of any dose already given that day.
- An up-to-date care plan for an ongoing or serious condition, including symptoms, triggers and emergency action.
- Enough medicine for the agreed period, plus a suitable measuring spoon, oral syringe, spacer or other device where required.

Changes and expiry

Parents must tell me immediately about any change to the medicine, dose, instructions, diagnosis or care plan. New written permission is required when the medicine or instructions change. Parents are responsible for replacing expired, damaged or nearly empty medicine promptly.

4. New medication and antibiotics

A child must remain at home for 48 hours after the first dose of a new medicine so that a parent can monitor for an allergy, side effect or deterioration. This includes a newly prescribed antibiotic. After 48 hours, attendance also depends on the child being well enough and meeting any infection exclusion period.

A medicine previously used safely may be considered differently, but parents must still provide current written permission and full instructions. I will not give the first-ever dose of a medicine except emergency medicine used in line with an agreed medical plan.

5. Safe storage and access

- Medicine is stored securely, out of children's sight and reach, and separately from food where appropriate.
- Refrigerated medicine is kept in a labelled, child-inaccessible container at the required temperature.
- Emergency medicine is kept safely but immediately accessible to the responsible adult; it will not be locked away where this would delay treatment.
- Medicine travels with the child on outings in suitable secure storage, with instructions and emergency contacts available.
- At the end of treatment or the placement, medicine is returned to the parent and not disposed of in household waste by Little Lemon's.

6. Before I give a dose

I will use a consistent check every time:

Check	What I confirm
Right child	The medicine and permission relate to the child receiving it.
Right medicine	Name, strength, original container, label and expiry date are correct.
Right dose and route	The amount and method match the written permission, label and care plan.
Right time	The dose is due and enough time has passed since the previous dose.
Right record	Consent is current and the administration entry is completed immediately afterwards.

- I will wash my hands and use the supplied measuring device or equipment.
- Liquid medicine will not be mixed into a full drink or meal because the complete dose may not be taken.
- Where administration requires medical or technical knowledge, I or the authorised assistant must have suitable training from an appropriate health professional.

7. The administration record

Immediately after giving medicine I will record the child's name, medicine and strength, dose, route, date, exact time, reason and the name/signature of the person administering it. Any refusal, spillage, vomiting, error or unusual reaction will also be recorded.

The parent will be told the same day and asked to acknowledge the record. Records are retained securely in line with the setting's record-retention and data-protection arrangements.

8. If a child refuses, spits out or vomits medicine

- The child will not be forced or deceived into taking it.
- I will not automatically repeat a dose because it may be unsafe to estimate how much was absorbed.
- I will record what happened and contact the parent for advice and, where necessary, contact NHS 111, a pharmacist or the prescribing professional.
- If the medicine is essential for safe care and cannot be taken, prompt collection or urgent medical help may be required.

9. Emergency medication and medical conditions

- Emergency medicine must accompany the child whenever they attend; without essential medicine or a workable care plan, I may be unable to accept the child that day.
- Parents and relevant health professionals will help prepare and review an individual care or allergy action plan.
- I will know the child's usual symptoms, triggers, emergency thresholds and the location and use of their medicine.
- Where possible, a second emergency device should be supplied if recommended for the child.
- Any authorised assistant must know the plan, be competent and understand when to call 999.

Emergency action

I will follow the child's plan, administer authorised rescue medicine without avoidable delay and call 999 when the plan or the child's condition requires it. The parent will be contacted as soon as possible, but emergency treatment will not be delayed while waiting for them to answer.

10. Medication error or adverse reaction

- I will assess the child, keep the packaging and obtain urgent advice from NHS 111, a pharmacist or 999 according to the risk.
- The parent will be informed immediately and the child will be monitored continuously until safe arrangements are in place.
- The event, advice, actions and outcome will be recorded accurately. Serious incidents will be notified to Ofsted, the relevant agency or other authority where required.
- I will review why the error happened and change the procedure, storage, training or documentation needed to prevent a repeat.

11. Assistants and delegation

An assistant may administer medicine only when this has been authorised within the setting, the parent permission and instructions are available, and the assistant is competent. Specialist or emergency procedures require appropriate training. I remain responsible for ensuring that the medication system is safe and records are complete.

12. Confidentiality, communication and review

Medical information is shared only with people who need it to keep the child safe or meet a legal duty. Parents must keep information current and discuss concerns openly. This policy is reviewed annually and sooner following a significant event, change in a child's needs or change to EYFS guidance.



Missing Child Policy

Little Lemon's Childminding

Policy owner	Kayleigh-Anne Thomas
Setting	Little Lemon's Childminding
Effective from	August 2026
Review	Annually and sooner after an incident, concern or guidance change

Fast, organised action gives the best chance of locating a child safely.

1. Prevention

I maintain accurate attendance, count children at every transition, use close supervision and age-appropriate boundaries, carry emergency contacts and assess routes and venues. Children are taught simple lost-child rules without being frightened.

2. Immediate action

I establish who is missing and when and where they were last seen, secure the remaining children, quickly check the immediate area without leaving others unsafe, alert venue staff and call police on 999 without delay when the child is not immediately located. I provide description, clothing, vulnerabilities and photograph if available.

3. Communication

I contact the parent as soon as emergency action is underway and follow police instructions. I do not delay calling police to complete a search or avoid concern. Other children remain supervised by a suitable adult where available.

4. If a child leaves the setting

I do not pursue in a way that abandons other children. I call 999, give direction of travel and known risks, secure the setting and use suitable assistance.

5. After the child is found

The child receives reassurance, first aid or medical assessment as needed. I do not blame or interrogate them. Parents, police, Ofsted or the childminder agency and safeguarding services are updated as required.

6. Recording and review

I preserve a factual timeline, witness details and decisions, notify Ofsted of a serious incident as required and review supervision, security, ratios, route and risk assessments before repeating the activity.



Mobile Phones, Cameras, Online Safety & Social Media Policy

Little Lemon's Childminding

Policy owner	Kayleigh-Anne Thomas
Setting	Little Lemon's Childminding
Effective from	August 2026
Review	Annually and sooner after an incident, concern or guidance change

Technology is used purposefully without compromising supervision, privacy or children's digital wellbeing.

1. Setting devices

The dedicated iPad, BabyDays and setting phone functions are protected by passcodes and used only for legitimate childcare purposes. Personal devices remain secure and are not used to photograph minded children. Personal calls and messages are limited to urgent needs and never reduce supervision.

2. Photography and video

Images are taken only with the relevant permission, for an agreed purpose and on an authorised device. They are respectful, never taken during intimate care and checked before sharing so other children, addresses, uniforms, routines or confidential information are not exposed.

3. Storage and deletion

Business records are transferred to the approved system. Photographs taken on the phone are deleted by the end of the day once no longer required, including synced copies and recently deleted where applicable. The iPad uses a separate business Apple ID and secure access.

4. Online sharing

No child is named or posted publicly without specific consent. Parents must not share images containing other children. Private messaging groups do not remove data-protection duties. Personal social-media contact with families is kept separate from the professional relationship.

5. Screen use and online safety

Screens are limited, purposeful, age-appropriate and balanced with active, social and creative play. I have regard to current EYFS screen-use guidance. Content, connectivity and voice assistants are supervised; filters support but do not replace adult oversight.

6. Breaches or concerns

A lost device, mistaken share, screenshot, inappropriate content or suspected misuse is contained and recorded immediately, parents and the ICO informed where required, and safeguarding procedures used if a child may be at risk.



Outings & Walking Policy

Little Lemon's Childminding

Policy owner	Kayleigh-Anne Thomas
Setting	Little Lemon's Childminding
Effective from	August 2026
Review	Annually and sooner after an incident, concern or guidance change

Local walks and outings extend children's learning while safety remains carefully planned.

1. Scope and permission

Outings may include parks, library, woodland, splash park, community activities and occasional soft play. Travel is normally on foot; I do not transport minded children by car unless a separate written arrangement, permission, insurance and risk assessment are in place. General local-outing permission and specific permission for unusual trips are obtained.

2. Planning

I consider route, weather, road crossings, water, dogs, toilets, accessibility, venue security, crowds, age, SEND, ratios, emergency access and individual medical needs. I check opening information and adapt or cancel when conditions are unsafe.

3. Supervision and equipment

Children remain within sight or hearing as appropriate and close enough for immediate help. Younger children use a buggy, reins or hand-holding according to assessment. I carry attendance and contacts, phone, first aid, medication, water, nappies and suitable clothing. Children are counted before leaving, during transitions and on return.

4. Road and public safety

Crossings and quieter routes are used where practicable. Children learn safe walking gradually. I do not use headphones or personal calls while supervising. No child is left unattended in a buggy, public place or vehicle.

5. Emergency and lost child

First aid, 999, parent contact and venue procedures are used as required. A missing child triggers the Missing Child Policy immediately. Significant events are recorded and reported.

6. Costs and photographs

Any optional admission cost is agreed in advance. Photographs follow the consent and digital-safety policies; other children and members of the public are not identifiable without lawful permission.



Pets & Animal Contact Policy

Little Lemon's Childminding

Policy owner	Kayleigh-Anne Thomas
Setting	Little Lemon's Childminding
Effective from	August 2026
Review	Annually and sooner after an incident, concern or guidance change

Children can learn from animals only when welfare, hygiene, allergies and safety are controlled.

1. Premises rule

No banned dog breed may be kept or present at premises where registered childcare is provided. Any current or future pet is disclosed to parents and risk assessed for temperament, health, housing, feeding, escape, bites, allergies and zoonotic infection.

2. Supervision

Children never have unsupervised access to an animal, food, litter, bedding, cages or medication. Animals have a child-free retreat and are separated during eating, sleep, arrivals and excitable play where appropriate. Children are taught gentle, respectful contact and may choose not to participate.

3. Hygiene

Hands are washed after animal contact and before food. Faces are not licked, animals stay off food-preparation surfaces and waste is removed hygienically. Reptiles, amphibians, chicks and other higher-risk animal contacts follow current public-health advice.

4. Visits and outings

Farm, pond, woodland or visiting-animal activities are risk assessed. Children avoid eating in contact areas, wash with soap and water rather than relying on gel, and follow venue rules. Pregnancy, immunity, allergy and SEND needs are considered.

5. Incident response

Bites, scratches, allergy or illness receive first aid and medical advice, parent notification, recording and review. Safeguarding, RIDDOR or Ofsted notification is considered where required.



Positive Behaviour & Physical Intervention Policy

Little Lemon's Childminding

Policy owner	Kayleigh-Anne Thomas
Setting	Little Lemon's Childminding
Effective from	August 2026
Review	Annually and sooner after an incident, concern or guidance change

Children need warm relationships, predictable boundaries and help to manage strong feelings.

1. Approach

I use clear age-appropriate expectations, routines, praise, modelling, redirection, choices, natural consequences and calm co-regulation. Behaviour is communication; I consider development, unmet needs, tiredness, hunger, language, sensory needs and the environment without removing reasonable boundaries.

2. What children can expect

No corporal punishment, humiliating language, shaming, frightening threats, forced apology, food deprivation or isolation is used. Children are never labelled “naughty”. They are helped to name feelings, understand impact, repair relationships and practise a safer or kinder response.

3. Challenging behaviour

I make everyone safe, reduce stimulation, use few calm words and give time to regulate. Repeated patterns are observed and discussed with parents without blame. A consistent support plan may be agreed, with professional advice sought where behaviour suggests SEND, communication difficulty, trauma or safeguarding concern.

4. Biting and physical behaviour

The injured child is comforted first. The child who bit, hit or pushed is supported calmly and closely supervised. Families are informed separately; another child is not named. Records focus on facts, triggers and prevention.

5. Physical intervention

Reasonable physical intervention is used only when necessary to prevent a child injuring themselves or another person, or causing serious damage. It is proportionate, for the shortest time, never punishment, and avoids pain or degrading treatment. Significant intervention is recorded and parents are informed the same day.

6. Working together

Families are asked to share changes that may affect wellbeing. Home and setting strategies should be consistent but appropriate to each environment. Serious adult behaviour is managed under the Complaints, Concerns & Unacceptable Behaviour Policy.



Safeguarding & Child Protection Policy

Little Lemon's Childminding

Policy owner / DSL	Kayleigh-Anne Thomas
Setting	Little Lemon's Childminding - A Home From Home
Effective from	August 2026
Review	At least annually; after any concern, incident or guidance change
Local authority	Hertfordshire County Council

The child's safety, welfare and voice come first. Concerns will be acted on promptly, recorded accurately and shared with the right safeguarding professionals.

1. Purpose and legal framework

This policy explains how I protect children from harm, recognise concerns and respond when a child may need help or protection. It applies to me, any assistant, students, volunteers, household members and visitors. It should be read with the setting's safer recruitment, whistleblowing, attendance, missing child, online safety, complaints, behaviour, intimate care and record-keeping policies.

I work in line with the Early Years Foundation Stage (EYFS), Working Together to Safeguard Children 2026, the Prevent duty, Hertfordshire Safeguarding Children Partnership procedures and relevant data-protection law. Requirements taking effect in the revised EYFS from 1 September 2026 are built into this policy.

2. Safeguarding principles

- Children have the right to be safe, heard and treated with dignity, including babies and children who communicate non-verbally.
- Safeguarding is everyone's responsibility. A concern does not need proof before it is reported.
- I will act in the child's best interests, take a child-centred approach and avoid assumptions based on culture, disability, family circumstances or identity.
- Information is shared lawfully and proportionately when this is necessary to protect a child; consent is not required where seeking it could increase risk or delay protection.

3. Designated safeguarding lead and responsibilities

I, Kayleigh-Anne Thomas, am the registered childminder and designated safeguarding lead (DSL). I hold overall responsibility for safeguarding decisions, referrals, records, liaison with agencies and keeping this policy current. When an assistant is present, they must report every concern to me immediately. If the concern is about me, they must use the allegation and whistleblowing route below and must not delay because I am unavailable.

I complete appropriate safeguarding training and refresh it at least every two years, with updates and professional development between formal courses. Any assistant receives induction before working with children, understands signs of abuse and knows how to report concerns. Training and suitability checks are recorded.

4. Recognising abuse and wider safeguarding concerns

I remain alert to changes in appearance, behaviour, development, attendance, relationships or family circumstances. A single sign may not establish abuse, but patterns, professional curiosity and the child's lived experience matter.

- Physical abuse; emotional abuse; sexual abuse; and neglect.
- Domestic abuse, coercive control, parental substance misuse or mental ill-health where these affect the child.
- Online abuse, grooming, child sexual or criminal exploitation, county lines, trafficking and modern slavery.
- Female genital mutilation, forced marriage, honour-based abuse and risk of radicalisation or terrorism.
- Fabricated or induced illness, harmful sexual behaviour, bullying or abuse by another child, and abuse linked to disability or additional needs.
- A child going missing, repeated unexplained absence, unsafe collection arrangements or any unexplained injury or disclosure.

5. If a child discloses or I notice a concern

- Stay calm, listen and take the child seriously. Reassure them that they did the right thing by speaking.
- Do not promise secrecy, investigate, confront anyone or ask leading questions. Ask only what is necessary to clarify immediate safety.
- Make a factual record as soon as possible: date, time, setting, observations, injuries, the child's exact words, questions asked, people present, action taken and the recorder's name/signature.
- If there is immediate danger or urgent medical need, call 999. Otherwise contact Hertfordshire Children's Services without delay and follow professional advice.
- Normally tell parents about a concern, unless doing so could place anyone at greater risk, prejudice an investigation or conflict with agency advice.
- Continue to support the child and record subsequent events. Escalate professionally if I remain concerned that the response is not protecting the child.

6. Referrals and thresholds

I do not wait for certainty or for another professional to act. Where a child may be suffering, or likely to suffer, significant harm I make an immediate referral to Hertfordshire Children's Services. For emerging needs I seek advice and work with the family and relevant early-help services, unless this would be unsafe. If new information increases risk, I refer again. I cooperate with assessments, strategy discussions, child protection plans and requests for information.

7. Allegations or concerns about an adult

Any allegation or concern that I, an assistant, household member, student, volunteer or visitor has harmed a child, may have harmed a child, committed an offence against a child, behaved in a way that indicates risk, or may be unsuitable to work with children is treated seriously. This includes conduct outside the setting and 'low-level' concerns that do not meet the harm threshold.

- Protect the child and obtain urgent help if needed; do not investigate or alert the person in a way that could compromise enquiries.
- Follow Hertfordshire's current Child Protection and LADO procedure immediately. If the concern is about me, the person receiving it must contact the LADO route directly and use the whistleblowing procedure.
- Notify Ofsted, or the childminder agency if applicable, as soon as reasonably practicable and always within 14 days where the EYFS notification duty applies, including the action taken.
- Follow advice about duties, supervision or temporary suspension. Record decisions securely and maintain confidentiality.
- Make a referral to the Disclosure and Barring Service where the legal referral criteria are met.

8. Safer working, suitability and visitors

Required identity, reference, qualification, right-to-work and enhanced DBS/suitability checks are completed before anyone works unsupervised with children. I remain alert to changes in suitability and notify Ofsted as required. Household members and regular visitors are managed in line with registration requirements.

- Visitors sign in, are supervised and do not have unsupervised access to children.
- Professional boundaries, safe touch, intimate care, conduct and one-to-one practice are clear and open to scrutiny.
- No corporal punishment, humiliating treatment, discriminatory conduct or inappropriate restraint is permitted. Physical intervention is used only when necessary to prevent immediate injury or serious damage and is recorded and shared with parents.
- Any adult can raise a concern without fear of retaliation. Failure to report safeguarding information is itself a serious matter.

9. Attendance and collection

Accurate arrival, departure and absence records are kept. I follow up unexpected absence promptly, consider patterns and attempt the parent and authorised emergency contacts. If I cannot establish that a child is safe, or the explanation raises a welfare concern, I contact Children's Services or police as appropriate. A child is released only to an authorised person; concerns about an impaired or unsafe collector are managed around the child's immediate safety.

10. Phones, cameras and online safety

Images are taken only for an agreed childcare purpose and in line with parental permissions. Setting images are managed on the dedicated setting device/account; they are not placed on personal social media and are deleted when no longer required. Personal devices are not used to photograph children. Children's internet access is supervised and age-appropriate, with filtering, privacy and safe-use expectations. Online concerns are handled as safeguarding concerns.

11. Prevent duty

I promote belonging, respectful discussion and age-appropriate critical thinking. I remain alert to changes that may indicate exposure to extremist influence or radicalisation. Concerns are recorded and discussed through the appropriate safeguarding route; immediate risk is reported to police. Prevent concerns never replace ordinary child-protection action where abuse or neglect may also be present.

12. Information sharing and safeguarding records

- Safeguarding records are clear, dated, factual and stored securely, separately from routine learning records, with access limited to those who need it.
- Records include concerns, body maps where appropriate, disclosures, consultations, referrals, decisions, reasons, actions, outcomes and relevant communication.
- Information is shared securely, relevantly and proportionately. Safeguarding may override confidentiality where necessary to protect a child.
- When a child moves setting, safeguarding information is transferred securely to the new DSL without avoidable delay, with a record of transfer. Records are retained in line with statutory, insurance and setting requirements.

13. Working with parents and children

Parents receive this policy before care begins and are encouraged to discuss concerns. Children are helped to understand body autonomy, trusted adults, safe and unsafe situations, and how to seek help in ways appropriate to their age and development. A complaint can be made under the complaints policy, but a safeguarding concern will never be held back while a complaint is considered.

14. Safeguarding contacts and immediate action

Immediate danger / crime in progress	999
Hertfordshire Children's Services	0300 123 4043 (24 hours)
Professional referral	Use Hertfordshire County Council's current online professional referral route.
Allegation about an adult / LADO	Use Hertfordshire's current Child Protection and LADO procedure for childcare providers.
Ofsted notification	Use Ofsted's online serious childcare incident / significant event reporting service as soon as possible and, where required, within 14 days.

Important: contact details and online routes are checked at each review and before use. If a website or route is unavailable and a child may be at risk, telephone Children's Services or call 999 in an emergency.

15. Monitoring and review

I review this policy at least annually and sooner after a safeguarding concern, allegation, complaint, training update, local procedure change or statutory change. Practice, records and training are checked so that the written policy reflects what happens every day.

Signed: Kayleigh-Anne Thomas	Date: August 2026
Next formal review: August 2027	Earlier if guidance or circumstances change

Related Little Lemon's policies: Assistant & Safer Recruitment; Attendance & Child Absence; Complaints; Confidentiality, Data Protection & Privacy; Missing Child; Mobile Phone, Camera, Online Safety & Social Media; Visitors; Whistleblowing.



Safer Sleep Policy

Little Lemon's Childminding

Policy owner	Kayleigh-Anne Thomas
Setting	Little Lemon's Childminding
Effective from	August 2026
Review	Annually and sooner after an incident, concern or guidance change

Every sleep is individual, responsive and actively supervised.

1. Planning with parents

Before care starts I record the child's usual sleep, health, comfort and settling needs, while explaining that current safer-sleep requirements take priority over an unsafe home routine. Sleep arrangements are reviewed as the child develops or after illness.

2. Babies

Babies are placed on their back in a clear, flat, firm, separate sleep space. Their face and head remain uncovered. No pillows, duvets, cot bumpers, nests, pods, positioners, weighted items, loose bedding, toys or comforters are placed in the sleep space. A baby who rolls independently may remain in the position they adopt after being placed on their back.

3. Environment

Sleep spaces are smoke-free, well ventilated and maintained at a comfortable temperature. Babies are not routinely left to sleep in sitting devices, car seats, swings or bouncers. Outdoor clothing is removed indoors and overheating avoided. No banned dog breed may be present at the childcare premises.

4. Supervision

Sleeping children are continuously supervised in line with the EYFS. I remain able to see and hear them, carry out frequent direct visual checks, observe breathing, colour, position and temperature and record sleep checks. Monitors support but never replace direct supervision.

5. Older children

An age-appropriate floor mattress may be used after assessment. It is firm, clean, individual and placed away from entrapment, cords, radiators and other hazards. Bedding for an older child is light, appropriate and kept away from the face. Privacy never prevents supervision.

6. Emergency

If breathing or responsiveness is abnormal I call 999, begin paediatric first aid/CPR as trained and contact parents. Any significant sleep incident is recorded, notified and reviewed. Medication is never used to make a child sleep.



Settling-In, Partnership & Key Person Policy

Little Lemon's Childminding

Policy owner	Kayleigh-Anne Thomas
Setting	Little Lemon's Childminding
Effective from	August 2026
Review	Annually and sooner after an incident, concern or guidance change

A gentle, flexible start helps children and parents build trust at their own pace.

1. Before starting

Families are invited to visits or meet-ups to share routines, comfort, language, interests, care needs and hopes. The child's information, permissions, emergency contacts, medical needs and contract must be complete before unsupervised care.

2. Settling-in sessions

Sessions are flexible rather than one-size-fits-all: a parent may stay initially, followed by short separations and gradually longer care. The pace reflects the child, parent and practical needs. Some children settle quickly; others need repetition and time, and neither response is treated as failure.

3. When separation is hard

I know how difficult it can be to leave a child, especially when they are upset. I will remain calm, offer close reassurance, acknowledge their feelings and use familiar comfort and activities. I will send a message or call once the child has settled, as agreed, so parents are not left worrying. If distress remains intense or the child cannot be comforted, I contact the parent and review the plan.

4. Key-person relationship

As the childminder I am the child's key person: I build the close relationship, understand development, share learning and coordinate care. An assistant may form an additional trusted relationship but responsibility and family communication remain clear.

5. Working together

The aim is a genuine partnership, not a one-way report. Parents share changes at home; I share sleep, food, care, interests, progress and concerns. Decisions are reviewed without blame and adapted to the child. Important concerns are arranged privately rather than discussed at a rushed doorway handover.

6. Review and transitions

A settling review is offered after the starting period. Transition into or from Little Lemon's is planned with families and other settings, sharing information lawfully and helping the child feel secure. Contract notice and funding arrangements remain separate from emotional support.



Smoking, Vaping, Alcohol & Drugs Policy

Little Lemon's Childminding

Policy owner	Kayleigh-Anne Thomas
Setting	Little Lemon's Childminding
Effective from	August 2026
Review	Annually and sooner after an incident, concern or guidance change

Children are cared for in a smoke-free environment by adults who are fit and alert.

1. Smoke-free care

Nobody smokes or vapes on the childcare premises or in areas used by minded children during childcare. Smoking materials, vapes, nicotine liquids, matches and lighters are inaccessible. Children are protected from second-hand and third-hand smoke, including contaminated clothing and vehicles.

2. Alcohol and drugs

I, assistants and anyone responsible for children must not consume alcohol or illegal drugs during working time or care while impaired. Medication, including prescribed medication, is considered for side effects that could affect judgement, driving, alertness or safe supervision.

3. Household and visitors

Household members and visitors follow the same boundaries around children and childcare areas. Alcohol is stored securely. Drug paraphernalia or illegal substances are never present in registered childcare areas.

4. Parents and collectors

A child is not released to a person who appears impaired or unable to provide safe care. I contact another authorised adult and seek police or safeguarding help if necessary. I do not physically confront an unsafe adult where that would increase danger.

5. Concerns and closure

If I am not fit to provide safe care, the setting closes and parents collect or do not attend. Childminder sickness/closure charging follows the Fees Policy. Concerns about another adult's substance use are recorded and referred where a child may be at risk.



Sun Safety & Adverse Weather Policy

Little Lemon's Childminding

Policy owner	Kayleigh-Anne Thomas
Setting	Little Lemon's Childminding
Effective from	August 2026
Review	Annually and sooner after an incident, concern or guidance change

Outdoor play continues across the seasons when children can be kept comfortable and safe.

1. Sun and heat

Parents provide suitable named clothing and sunscreen; written permission covers application. Shade, hats, water, lighter activity and indoor breaks are used. Outdoor time is avoided or shortened during excessive heat or strong UV, and surfaces/equipment are checked. Babies under six months are kept out of direct strong sunlight.

2. Cold, rain and snow

Children may enjoy rain and puddles with suitable waterproofs and footwear. Duration and activities reflect age, wind chill, wet clothing and individual health. Ice, snow, high winds and damaged trees or structures are assessed before outings and garden use.

3. Air quality and storms

Official warnings, air-quality advice and local conditions are checked where relevant. Outdoor activity is adapted for respiratory needs. Thunder, lightning, flooding or dangerous wind leads to shelter, cancellation or early return.

4. Travel and closure

Walking routes, shade, gritting, flooding and safe access to the home are considered. If utilities, temperature, travel or premises cannot support safe care, I may close and contact families. Charges follow the Fees Policy.

5. Health response

Signs of heat illness, hypothermia, breathing difficulty or severe reaction receive first aid and emergency help. Parents are contacted and incidents recorded. Weather plans are reviewed with risk assessments and individual medical plans.



Visitors, Contractors & Household Safety Policy

Little Lemon's Childminding

Policy owner	Kayleigh-Anne Thomas
Setting	Little Lemon's Childminding
Effective from	August 2026
Review	Annually and sooner after an incident, concern or guidance change

My home remains welcoming while access to children is carefully controlled.

1. Visitors

Parents are normally informed about regular adults who may be present. Unexpected visitors are identified, their purpose checked and arrival/departure recorded where relevant. They do not have unsupervised access to minded children and are not counted in ratios.

2. Contractors and deliveries

Work is scheduled outside childcare hours where possible. Urgent work is risk assessed, tools and work areas isolated and the contractor supervised or kept separate from children. Deliveries are managed without leaving children unsafe or allowing unknown people into care areas.

3. Household members

Required suitability and notification duties apply to people aged 16 or over living or working on the premises. Household members understand confidentiality, photography, smoking, language, pets and access boundaries. Concerns about suitability are acted on and reported.

4. Parents and collection adults

Access is limited to agreed areas and handovers are managed so other children's information and the family's private home remain protected. No visitor photographs or records children without permission. Aggressive or unsafe conduct follows the Unacceptable Behaviour Policy.

5. Volunteers and students

Any placement is agreed with parents as appropriate, risk assessed and supported. Checks, supervision and role limits reflect the activity and legal requirements. Volunteers and students are never left in sole charge unless all requirements for that role are met.

6. Record and emergency

Visitor information is kept proportionately. In an evacuation I take account of every visitor and contractor. Any safeguarding concern follows the Safeguarding Policy immediately.



Whistleblowing Policy

Little Lemon's Childminding

Policy owner	Kayleigh-Anne Thomas
Setting	Little Lemon's Childminding
Effective from	August 2026
Review	Annually and sooner after an incident, concern or guidance change

Anyone who sees unsafe or unlawful practice must be able to speak up without fear.

1. Who and what

This policy is for assistants, students and volunteers who reasonably suspect risk to a child, unsafe practice, concealment, fraud, serious breach of policy or failure to meet legal duties. Ordinary personal employment grievances use the appropriate employment route unless they also raise public-interest wrongdoing.

2. How to raise a concern

Raise the concern with Kayleigh-Anne Thomas as soon as possible, verbally or in writing, giving facts, dates, witnesses and immediate risk. If the concern is about Kayleigh-Anne, cannot safely be raised internally or is not addressed, contact Ofsted, the local safeguarding service, LADO, police or another prescribed body as appropriate.

3. Immediate danger and safeguarding

Call 999 for immediate danger. A safeguarding concern is referred promptly; evidence is preserved and confidentiality maintained as far as possible. Nobody should investigate, alert an alleged perpetrator or delay referral to gather proof.

4. Protection and fairness

A concern raised honestly and reasonably will not result in retaliation or disadvantage. Confidentiality is protected but anonymity cannot be guaranteed where fairness or legal action requires disclosure. Malicious allegations may be managed, but an unsubstantiated concern is not automatically malicious.

5. Response and records

I acknowledge, assess immediate safety, decide the appropriate external route and record action and learning. The person raising the concern may receive limited outcome information because of confidentiality. Patterns and failures are used to improve practice.

6. External contacts

Ofsted concerns: 0300 123 4666 / CIE@ofsted.gov.uk. Hertfordshire safeguarding: 0300 123 4043 and the professional online referral route. LADO: LADO.Referral@hertfordshire.gov.uk / 01992 555420. Police: 999 or 101. Current external whistleblowing advice details will be checked and displayed before an assistant is employed.



Funding, Fees & Payments Policy

Little Lemon's Childminding

Policy owner	Kayleigh-Anne Thomas
Setting	Little Lemon's Childminding - A Home From Home
Opening hours	Monday to Friday, 8:30am-6:00pm
Private fee	£7.00 per hour
Placement deposit	£100 - refundable when the child leaves
Effective from	August 2026
Review	Annually and whenever national or Hertfordshire funding rules change

Funded hours are provided free at the point of delivery. Little Lemon's does not charge a top-up or mandatory consumables fee for funded hours.

1. Purpose and principles

This policy explains how government-funded early education and privately paid childcare operate at Little Lemon's. It is intended to give families clear information before they accept a place, prevent unexpected charges and ensure that funded hours remain genuinely free at the point of delivery.

The individual childcare contract and Parent Declaration record the arrangement for each child. Where this policy, a funding agreement and a signed contract need to be read together, I will explain the practical effect before care begins.

- Funding is attached to an eligible child and is subject to government and Hertfordshire rules; it is not an automatic guarantee of a particular place, day or attendance pattern.
- Every funded and privately paying child receives the same quality of care, safeguarding, learning opportunities and access to ordinary setting resources.
- Parents will receive clear information about funded hours, privately paid hours, deposits and any other agreed payments.
- No parent is required to purchase meals, nappies, consumables, activities or private hours as a condition of accessing an agreed funded place.

2. Funded childcare schemes

Universal entitlement for 3- and 4-year-olds

All 3- and 4-year-olds in England can receive 570 funded hours a year, usually delivered as 15 hours a week for 38 weeks, from the term after their third birthday.

Working Parent Entitlement

Eligible working families may receive up to 30 funded hours a week for 38 weeks from the term after their child turns 9 months, continuing until school age. Eligibility is decided by HMRC, not by Little Lemon's.

Early Learning for eligible 2-year-olds

Some 2-year-olds receiving additional support, or whose family meets the relevant criteria, may receive 15 funded hours a week for 38 weeks. Families should apply through the appropriate government or Hertfordshire route. A child may qualify under more than one scheme, but hours cannot be claimed twice.

3. When funding can begin

Funding normally begins at the start of the term after the child reaches the qualifying age and the eligibility conditions are met. The national term-entry points are 1 September, 1 January and 1 April.

Child reaches qualifying age	Earliest funded start
1 April-31 August	Autumn term beginning on or after 1 September
1 September-31 December	Spring term beginning on or after 1 January
1 January-31 March	Summer term beginning on or after 1 April

Codes and validation

For the Working Parent Entitlement, parents must provide the child's valid 11-digit eligibility code, the parent's National Insurance number and the child's date of birth. I must validate the code through Hertfordshire before confirming funded care.

Funding cannot begin until eligibility has been validated and the funded place has been confirmed. Until then, any childcare used must be paid for by the parent at the normal rate of £7.00 per hour. Funding cannot be backdated unless Hertfordshire specifically authorises it.

A code should be obtained by the government deadline for the relevant term. Applying late may delay the funded start date, so parents should apply and give me their details as early as possible.

Reconfirmation

Parents using the Working Parent Entitlement must sign in to their childcare account and reconfirm their details every three months. Parents remain responsible for meeting the deadline even if a reminder is not received. Please tell me promptly if a code enters its grace period or eligibility changes.

4. Little Lemon's funded offer

- Funded places are offered term-time only over 38 funded weeks and are not stretched across the full year.
- The setting is open Monday to Friday, 8:30am-6:00pm Actual funded sessions depend on vacancies, ratios, the child's needs and the agreed attendance pattern.
- A family may use fewer than its maximum entitlement. Unused funded hours have no cash value and cannot be exchanged, saved or automatically transferred into a later week.
- The same funded hours cannot be claimed at two providers. If hours are split, parents must state the allocation accurately on every Parent Declaration.
- Funding does not reserve days outside the written agreement. Additional attendance must be requested and is subject to availability.

5. Agreeing and claiming a funded place

Before funding is claimed

- The place and proposed attendance pattern must be available and agreed.
- Eligibility must be confirmed and any code validated.
- The child's legal name, date of birth and parent details must match the evidence supplied.
- A Hertfordshire Parent Declaration and Little Lemon's childcare contract must be completed and signed.
- Parents must declare every other provider sharing the entitlement and the hours used there.

Headcount and amendments

I submit funded claims through Hertfordshire's provider portal using the information parents supply. Families must tell me immediately about a change of address, legal name, eligibility, attendance pattern or use of another provider.

Late changes may be restricted by Hertfordshire's headcount and amendment deadlines. A requested change is not confirmed until I have accepted it in writing and, where necessary, the local authority has accepted the amended claim.

Attendance and genuine use

Funded places are intended for regular early education and childcare. Attendance is recorded. I will contact parents about unexplained or repeated absence and may be required to discuss persistent absence with Hertfordshire, particularly where there is a safeguarding, eligibility or funding concern.

6. What funded hours include

- Care, supervision and safeguarding during the agreed funded session.
- EYFS learning through play, ordinary setting resources and routine local walking outings.
- Breakfast for early drop-offs, healthy morning or afternoon snacks, and drinking water provided by Little Lemon's.
- Normal communication, observations and progress information appropriate to the child.

Funded hours do not include privately booked time outside the agreed funded session. These additional hours are charged at £7.00 per hour and must be clearly shown on the contract or invoice.

7. Meals, nappies and other items

Little Lemon's does not impose a consumables charge. Parents normally provide packed lunches or main meals, formula or specialist milk, nappies, wipes and suitable spare clothing. Little Lemon's provides breakfast for children arriving early, ordinary healthy snacks and drinking water throughout the day.

Providing these items is the practical arrangement agreed for the child's care, but a family will not be denied its funded entitlement because it does not purchase an extra from Little Lemon's. If a family has difficulty providing an item, please speak to me privately so that a safe and reasonable arrangement can be considered.

8. Private fees and additional hours

Hourly rate

Private childcare and hours additional to the funded agreement are charged at £7.00 per hour. Charges are based on contracted hours, including any agreed minimum session, rather than occasional actual arrival or collection times.

Invoices and payment

Fees are invoiced monthly in advance. Cleared payment is due by the 1st of each month for childcare booked in that calendar month. Invoices clearly separate funded hours, private hours and other agreed charges. A different payment schedule applies only when agreed in writing. Parents remain responsible for ensuring cleared payment arrives by the agreed due date.

£100 refundable placement deposit

A £100 refundable deposit is paid when a family accepts a place. It holds the agreed place for the child and is not an extra childcare fee or a top-up charge.

- The £100 will normally be returned within 14 days of the child's final day, provided the agreed notice has been given and the account is fully paid.
- If any fees remain unpaid, I will explain this clearly. The amount owed may be taken from the deposit and any remaining balance will be returned.
- If a family accepts a place but the child does not start, the deposit may be retained because the place has been held for them.

Late payment

Please contact me before the due date if payment will be late. A £10 late-payment fee may be added when an invoice remains unpaid more than seven days after the due date. Continued non-payment may lead to suspension or termination after reasonable notice. Any query should be raised promptly, but the part of an invoice that is not disputed remains payable.

Late collection

I understand that genuine emergencies and unexpected traffic delays happen, so I will not normally charge for an occasional unavoidable delay when a parent contacts me promptly. If late collection becomes repeated, avoidable or happens without reasonable contact, a charge of £10 for the first 15 minutes and £5 for each additional 15 minutes will apply. Continued lateness may lead to a review of the contracted times or childcare arrangement.

9. Absence, holidays and closures

Circumstance	Usual treatment
Child illness or other child absence	Private contracted fees remain payable. Funded attendance is recorded as absent and managed under funding rules.
Parent holiday while Little Lemon's is open	Private contracted fees remain payable. Please give as much notice as possible.
Childminder sickness or emergency closure	No private fee is charged for care I cannot provide. Funded claims are handled under Hertfordshire rules.
Planned Little Lemon's closure	No private fee is charged. Families receive the closure calendar as early as possible.
Bank holiday	The setting is closed and no private fee is charged.

Little Lemon's normally closes for six planned weeks: one week at Easter, one week at May half term, two weeks in summer and two weeks over Christmas/New Year. Exact dates are confirmed on the annual closure calendar.

10. Changes, notice and ending a place

Changes requested by parents

A request to change days, times, funded allocation or private hours must be made as early as possible. Changes depend on availability, ratios, the funding period and local-authority deadlines. Permanent changes are confirmed in writing.

Loss of eligibility and grace periods

Where a Working Parent code is no longer eligible, government grace-period arrangements may allow funded care to continue temporarily. Hertfordshire confirms the applicable end date. Parents are responsible for any privately agreed care after funding ends; I will not silently convert funded hours into chargeable hours without discussing the arrangement.

Notice

The notice period for ending or reducing the placement is stated in the childcare contract. Funding does not remove the contractual notice requirement for privately reserved hours. Any claim during notice will follow Hertfordshire's rules and reflect care genuinely available or delivered.

Overclaims, corrections and recovery

If incorrect parent information, duplicate claims or another error results in funding being refused or recovered, I will review the records and explain the correction. A parent will not be charged a top-up for an ordinary difference between the local-authority funding rate and Little Lemon's private hourly rate. However, privately requested childcare and sums properly due under the contract remain payable.

11. Hertfordshire funded weeks 2026-27

Little Lemon's delivers funded care over 38 agreed weeks. The provider calendar and annual closure notice determine the precise claimed weeks. Hertfordshire's published school-year dates are:

Period	Published dates
Autumn term	Starts 1 September 2026; half term 26-30 October; Christmas holiday begins 21 December.
Spring term	Starts 4 January 2027; half term 15-19 February; Easter holiday begins 26 March.
Summer term	Starts 12 April 2027; half term 31 May-4 June; summer holiday begins 23 July.

These are school-year dates, not a promise that every listed school day is a Little Lemon's funded day. Families will receive the setting's actual funded calendar and closure dates.

12. Questions, complaints and policy access

Please ask if an invoice, funded allocation or eligibility message is unclear. I would much rather explain something early than allow a family to worry. Funding queries will be handled respectfully and confidentially.

The full policy is available in the printed policy folder at drop-off and collection, through BabyDays and on the Little Lemon's website. A parent may request a paper or digital copy.

If a concern cannot be resolved directly, the Complaints Policy explains the next steps. Questions about eligibility, codes or a local-authority funding decision may also be directed to the government Childcare Service or Hertfordshire's early years funding team.

13. Records and privacy

Funding records may include eligibility codes, dates of birth, Parent Declarations, attendance, invoices, claims and correspondence. They are stored and shared only as required for childcare administration, legal duties, audit, safeguarding or the delivery of funding. Further information is in the Confidentiality and Data Protection Policy and Privacy Notice.



Arrival, Collection, Late Collection & Uncollected Child Policy

Little Lemon's Childminding

Policy owner	Kayleigh-Anne Thomas
Setting	Little Lemon's Childminding
Effective from	August 2026
Review	Annually and sooner after an incident, concern or guidance change

Handover should be safe, calm and clear for every child.

1. Arrival and registration

Children must be handed directly to me. The paper register records actual arrival and departure times and BabyDays supports operational records. Parents share relevant sleep, food, medicine, injury, health or emotional information. I may refuse care where illness, safety or required information makes attendance unsuitable.

2. Authorised collection

Children are released only to an authorised person identified by the parent. I use agreed passwords and may request identification. Parents must tell me in advance about a different collector. I will not release a child to anyone who appears intoxicated, aggressive, incapable or otherwise unsafe; emergency contacts or safeguarding services may be used.

3. Parental responsibility and court orders

I follow lawful instructions from people with parental responsibility and any court order supplied to me. I cannot mediate disputes at the door. If collection creates immediate risk, I will prioritise the child and seek police or safeguarding advice.

4. Late collection

Parents should contact me as soon as delay is known. I understand genuine emergencies and unexpected traffic and will generally not charge where contact is made and lateness is exceptional. Repeated or avoidable lateness is recorded and addressed; contractual late fees may be applied and persistent lateness may end the placement.

5. Uncollected child

I contact parents, then emergency contacts, while reassuring and supervising the child. I never send a child with an unauthorised person or leave them alone. If no safe collector can be reached after reasonable efforts, I contact children's social care and, where appropriate, police and follow their instructions.

6. Closing time

Normal hours are Monday to Friday, 8.30am to 6.00pm. Contact numbers and collector permissions must remain current. Any late-collection charge follows the BabyDays Payments Policy and contract.