



National Minimum Standards for Regulated Childcare (NMS)

XXX 2022

Mae'r ddogfen yma hefyd ar gael yn Gymraeg.
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Introduction

This document is a statement of the National Minimum Standards (NMS) which apply to child minders and providers of day care for children up to 12 years of age. These child minders and providers are required to register in accordance with the provisions of Part 2 of the Children and Families (Wales) Measure 2010 (“the Measure”) as amended by Regulation of Child Minding and Day Care (Wales) Order 2016 and its associated regulations. This version replaces the National Minimum Standards for Regulated Child Care, issued in March 2012.

These standards are made in accordance with section 30(3) of the Measure and are designed to assist providers and settings to meet the regulations that are relevant to the service they provide. Registered persons must have regard to the standards which relate to the type of care provided.

The legislative framework for regulated childcare in Wales sets out the functions of the Welsh Ministers as the registration authority. These functions are carried out on behalf of the Welsh Ministers by Care Inspectorate Wales (CIW). CIW encourages the improvement of social care, early years and social services by:

- Regulating.
- Inspecting and reviewing.
- Providing professional advice.

How to use the National Minimum Standards

The NMS apply in respect of all registered persons unless specific exceptions are stated alongside a particular standard or group of standards. A small number of standards apply only to specific types of day care provision, in which case, this is also clearly indicated.

The NMS will be put into practice in different ways according to the nature of the service or setting, but all registered persons must have regard to the NMS and meet regulatory requirements and conditions of registration as evidenced in their Statement of Purpose.

Throughout this document all references to Regulations refer to the Child Minding and Day Care (Wales) Regulations 2010, as amended by the Child Minding and Day Care (Wales) (Amendment) Regulations 2016.

Please note that:

In all cases, the **registered person** (namely the registered child minder or registered provider of day care) is ultimately responsible for ensuring compliance with the

regulations, having regard to the relevant NMS. This is always the case, even though in practice the responsibility may be delegated at a day-to-day level to a manager, person in charge or designated member of staff. Where day care is being provided by an organisation (a body corporate or an unincorporated association), a **responsible individual** who is responsible for day-to-day supervision of the provision of day care must be appointed by that organisation.

If the organisation is a body corporate, the person appointed as the responsible individual must be a director, manager, secretary or other officer of the organisation. If the organisation is an unincorporated association the responsible individual must be an officer or member of its governing body.

The responsible individual has to meet the regulatory requirements in terms of their suitability for the positions (as specified in regulation 6(3)(b)(iii) or (iv) of the Child Minding and Day Care (Wales) Regulations 2010 (as amended)).

It is the responsible individual who will generally be expected to demonstrate the ongoing compliance of the day care provision with the various requirements of these regulations, having regard to the relevant statements in the NMS.

- A **person in charge** must be appointed if the registered person is an organisation and the responsible individual is not in full day-to-day charge of the childcare provision, or if the registered person is an individual who is not in full day-to-day charge. Fuller information regarding this responsibility is given in Part 3, Child Minding and Day Care (Wales) Regulations 2010 (as amended).
- Any reference to registered persons includes **child minders**.
- Any reference to parent(s) includes carer(s) and those who are not parents but have parental responsibility.
- References to staff include assistants to child minders and unpaid staff or volunteers.

The *NMS* are **minimum** standards for registration, in order to provide quality childcare, the general expectation is that registered persons work toward ensuring that these basic standards are exceeded.

What do we mean by Regulated Childcare?

Regulated childcare encompasses a wide range of different types of provision, which are subject to a set of national minimum standards.

The NMS are intended to allow a flexible approach, allowing providers to develop quality provision tailored to the needs of children, parents and local communities. They are intended to reflect the needs of children from birth to 12 years, and to be proportional in the way in which they are applied.

In Wales, child minding, day care and play provision for children up to 12 years of age is regulated by CIW. Some registered care settings are funded by Local Authorities to provide early education for 3- 4-year-olds, in line with the requirements of the Curriculum for Wales (set out in the Curriculum and Assessment (Wales) Act 2021). These settings are also inspected by Estyn to ensure provision meets with educational standards.

Regulated childcare falls into two categories. The definitions of the types of care which can be provided have been updated to reflect the increase in the upper age limit for compulsory childcare registration and the diverse ranges of childcare now on offer:

Child minding

Childcare provided by one or more people for children from birth up to the age of 12 years within a domestic premises that is not the child's own home for more than 2 hours per day for reward.

Child minders can offer: Full day care and part time care including before and after school provision including atypical hours e.g., evening, weekends and overnight, provision, wrap around care,¹ provision during the school holidays, funded education places,² and free childcare places.³

Anyone who proposes to act as a child minder must be registered with CIW unless they are exempted from registration under Part 2 of the Child Minding and Day Care Exceptions (Wales) Order 2010(as amended).

An applicant for registration as a child minder must not be disqualified from registration and must satisfy and be likely to continue to satisfy the prescribed requirements contained in Part 1 of Schedule 1 and Parts 3, 4 and 5 of the Child Minding and Day Care (Wales) Regulations 2010, (as amended). Anyone

¹ Childcare provision which supports those parents where children are receiving the funded education places to extend to a full school day

² Early education places for children aged between 3 and 4 years, for part of the school day

³ Childcare available via funded programmes such as Flying Start, and/or other Welsh Government programmes or initiatives

working or living on the premises with regular contact with the children must also not be disqualified.

Care for a child aged 12 or over is not currently subject to regulation. However, children aged 12 and over may be cared for by a child minder who is registered and providing care for children under the age 12.

Child minders funded to provide early education must comply with the requirements of the Curriculum for Wales, which are set out in the Curriculum and Assessment (Wales) Act 2021.

Day care and Open Access Play Provision

A person provides day care for children up to the age of 12 if at any time the children are cared for on non-domestic premises.

Anyone who proposes to provide day care for children must be registered with CIW unless they are excepted from registration under Part 3 of the Child Minding and Day Care Exceptions (Wales) Order 2010(as amended).

Day care on non-domestic premises includes a range of different provisions and CIW registers day care providers under the following categories:

- **Full Day Care** - Full day care for children from birth to up to the age of 12 years, provided for a continuous period of 4 or more hours in any day, in non-domestic premises.

It may include day nurseries, children's centres, and some family centres offering full or part time care, including before and after school provision, wrap around care, provision during the school holidays, funded education places and free childcare places.

It can also encompass settings offering "Full Day Sessional Care Mixed Provision" - a variety of sessional care services throughout the course of that day. These can include Welsh and English medium playgroups, Cylchoedd Meithrin, wrap around care, funded education places and free childcare places.

- **Sessional Day Care** - Childcare for children from aged 2 onwards on non-domestic premises which is for less than a continuous period of 4 hours in any one day. The service is mainly used by children aged from 3 to 5 rather than babies or toddlers, although some may admit 2-year-olds. Where two sessions are offered in any one day, children must not attend more than 5 sessions per week. There must be a break between sessions with no children in the care of the provider.

It may include, Playgroups, Cylchoedd Meithrin, wrap around care, funded education places, and free childcare places.

- **Out of School Childcare** - The total care for children aged up to 12 years is more than two hours in any day and for more than five days a year. It refers to childcare outside of the child's full time school day and can include care provided before school, after school and during the school holidays. It **does not** include wrap around care and the Welsh Government free breakfast in primary schools scheme.
- **Crèches** - Occasional day care for children aged from birth up to the age of 12 years on non-domestic premises. Providers need to be registered where they run for more than two hours a day and more than five days a year, even where individual children attend for shorter periods. Some are in permanent premises and care for children while parents are engaged in activities (e.g., training, shopping or sport). Others are established on a temporary basis to care for children while their parents are involved in time-limited activities (e.g., a conference or an exhibition).
- **Open access play provision** - Staffed Open Access play provision operating for over 2 hours a day for children up to the age of 12 years can be permanent or temporary provision, located in a variety of settings with or without premises and can include holiday play schemes. This provision usually caters for a wide age range of children, normally aged 5 years and over. The purpose is to provide staffed play opportunities for children usually in the absence of their parents. Children are not restricted in their movements, other than where related to safety matters and they are not prevented from coming and going as and when they wish.

Some NMS standards, *or parts thereof*, will not apply to open access play provision due to the nature of the provision, however, where this is indicated the standards should still be considered desirable as good practice.

Individuals and organisations who make a registration application must meet the statutory test under section 26 of the Measure, namely that they are not disqualified from registration and satisfy and are likely to continue to satisfy the requirements under Part 2 of Schedule 1, and Parts 3, 4, and 5 of the Child Minding and Day Care (Wales) Regulations 2010 (as amended).

Care for children aged 12 or over is not currently subject to registration, but children aged 12 and over may be cared for at a setting that is registered as providing care for children under 12 years of age.

Day care settings funded to provide early education must comply with the requirements of the Curriculum for Wales, which are set out in the Curriculum and Assessment (Wales) Act 2021.

Exceptions: When don't you need to register?

There are a number of circumstances where a person providing care for this age group would not be required to register:

Child minding exceptions:

- If the care provider is a parent, foster parent, or relative of the child.
- If the total period of care in any one day does not exceed two hours.
- If care is provided by a person employed directly by the parents of up to two families (such as a nanny or an au pair) and the care is provided in the home of either of the families.
- If the care is provided only between 6pm on any one day and finishes by 2am the following day.
- If friends care for each other's children and no payment (whether money or money's worth) is made for the service.

Day care exceptions:

- If the care is provided on fewer than six days in any calendar year and the person has notified CIW in writing before the first occasion on which the relevant premises are used in that year.
- If the total period of care in any one day does not exceed two hours.
- If the carer is registered under Part 1 of the Regulation and Inspection of Social Care (Wales) Act 2016 to provide care to children looked after in a care home.
- If the care is provided to a child accommodated in a Care Home, in a hospital as a patient or in a residential family centre, or the care is provided as a part of the activity of any of these establishments (whether that care is provided by the provider of the establishment directly or by a person employed on the provider's behalf).
- If the care only takes place between the hours of 6pm and 2am, is provided at a hotel, guest house, or other similar establishment for a child

staying there and the person providing the care does so for no more than two different clients at the same time.

- If the care is provided at a school and is incidental to the provision of education (where 'school' means a maintained school within the meaning of section 39 of the Education Act 2002, an independent school; or a school approved by the Welsh Ministers under section 342 of the Education Act 1996 (approval of non-maintained special schools)).
- If the service provided is a youth service for young persons who have attained the age of 11, and any care provided is incidental to the provision of that youth service.
- If the carer is providing coaching or tuition in any of the following activities:
 - Sport.
 - Performing arts.
 - Arts and crafts.
 - School study or homework support.
 - Religious or cultural study.

This exclusion does not apply where the children are below the age of 5 and attend for more than four hours a day, or the person offers coaching or tuition in more than two of the above activities.

It is important to contact [CIW](#) for further advice to establish whether a childcare provision must be registered.

What do we mean by High Quality Provision?

High quality early years, childcare and playwork provision, goes beyond basic expectations, continually reflecting and improving to offer the best possible experiences and opportunities for children and families in Wales.

Child minders and day care providers can demonstrate **high quality** by:

- Continuously looking to exceed requirements of NMS.
- Achieving a rating of good or better for each of the four inspection themes, this is an indication of high quality.
- Evidencing exemplar practice.

- Implementing additional sector endorsed quality assurance and improvement tools e.g. the Early Childhood Education and Care (ECEC) Quality Framework and local authority and sector organisation quality schemes.

High quality is something which should thread through all aspects of a service. There are opportunities to demonstrate quality across all of the NMS. Child minders and day care providers should continually **reflect** on all aspects of their service to ensure they are meeting all minimum requirements and to identify and assess how well this is being done and make improvements to the service where needed.

Standards 8 to 12 refer to the **quality of care** provided, addressing for example nurture, wellbeing, healthcare and nutrition. Standards relating to staffing refer to how practitioners should reflect on the quality of their practice and Standard 18 outlines the regulatory requirements for processes to be in place to monitor, review and improve the quality of the service and requirements relating to **reporting on the review of the quality of care**.

Quality improvement tools and methods, including the ECEC Quality Framework, provide further advice and guidance on these areas to support settings and practitioners to put these standards into practice.

United Nations Convention on the Rights of the Child

In January 2004, the Welsh Government committed to using the United Nations Convention on the Rights of the Child (UNCRC) as the basis for its policies for children and young people. In January 2011, the National Assembly for Wales approved a new law – the Rights of Children and Young Persons (Wales) Measure 2011 to ensure that this principle is put into practice. This received Royal Approval and became law in Wales in March 2011.

The UNCRC is an international human rights treaty for children and lists the rights that children have and the obligations of governments and all adults have in promoting those rights. The Articles of the UNCRC cover a wide range of civil, political, economic, social and cultural rights and are relevant to all children and young people from birth to eighteen years.

Given that the UNCRC underpins the Welsh Government's rights-based approach to policy for children and young people, it is important to understand how this work helps to deliver upon its commitment to realising the rights within the UNCRC.

All those caring for and working with children and young people have a role to fulfil in recognising children's rights and helping them reach their potential as individuals. These rights include being protected from violence, abuse and neglect (Article 19); the right to have a say in decisions that affect them (Article 12) and the right to play and take part in leisure and cultural activities (Article 31). Rights are sometimes

mistakenly thought to be in conflict with children's welfare, but the UNCRC articles all contribute together to ensuring that children are kept safe, nurtured and treated with respect.

Welsh Government has drawn up Seven Core Aims based on the UNCRC. These ensure that all children and young people:

- Aim 1** have a flying start in life and the best possible basis for their future growth and development (Articles 3, 29 and 36);
- Aim 2** have access to a comprehensive range of education, training and learning opportunities, including acquisition of essential personal and social skills (Articles 23, 28, 29 and 32);
- Aim 3** enjoy the best possible physical and mental, social and emotional health, including freedom from abuse, victimisation and exploitation (Articles 6, 18-20, 24, 26-29, 32-35, 37 and 40);
- Aim 4** have access to play, leisure, sporting and cultural activities (Articles 15, 20, 29 and 31);
- Aim 5** are listened to, treated with respect, and have their race and cultural identity recognised (Articles 2, 7, 8, 12-17 and 20);
- Aim 6** have a safe home and a community which supports physical and emotional well-being (Articles 19, 20, 25, 27, 32-35);
- Aim 7** are not disadvantaged by child poverty (Articles 6, 26, 27 and 28).

The National Assembly for Wales established the office of the Children's Commissioner for Wales in 2001. The Children's Commissioner's role is to promote and safeguard the rights and welfare of Wales' children, make sure they have a voice, and influence changes in policy and practice.

Curriculum for Wales

The Curriculum and Assessment (Wales) Act 2021 (the 2021 Act) established the Curriculum for Wales in law and replaced the basic curriculum, which includes the Foundation Phase Framework. The 2021 Act makes provision about progression and assessment in connection with the curriculum for 3 to 16 year olds.

Registered non-maintained childcare settings which are approved and funded by the local authority to provide early education must adopt a curriculum which meets the legal requirements of Curriculum for Wales. The Welsh Government has published a [curriculum for funded non-maintained nursery settings](#) to adopt, to ensure that these legal requirements are met.

The curriculum was developed, through co-construction, by practitioners, for practitioners, drawing on expertise from across the non-maintained sector, as well as the views of experts in child development and early education. It seeks to engender in practitioners and children a sense of belonging and pride, celebrating the diverse culture of modern Wales.

High-quality early education provision is essential to a child's development. The experiences, knowledge and skills needed for lifelong learning, active citizenship and future employment begin in the early years. The curriculum for funded non-maintained childcare settings aspires to create in children positive dispositions towards learning which, if nurtured, will last a lifetime and provide the firm foundation which all children need to support them in realising the four purposes of Curriculum for Wales.

Funded non-maintained childcare settings will begin implementing Curriculum for Wales from September 2022, other non-funded settings will be encouraged to also incorporate this curriculum into their work.

Equality and diversity

Standard 16 deals specifically with equality of opportunity. However, a commitment to promoting equality and diversity must be clearly evidenced in other aspects of childcare provision. Applicants for registration will need to consider how they promote equality and diversity under each of the eight NMS headings.

Other relevant Welsh Government policies

Welsh Government has a clear vision for Wales' children and young people and many policy areas impact on children's care and well-being. These policies include those on play and activity, child and infant health and nutrition, the Welsh language, emotional well-being, participation, the environment and tackling child poverty. Those providing childcare, playwork services and open access play opportunities are part of the way in which these policies are delivered.

Other sources of information

Additional information regarding regulation and inspection can be obtained from [CIW](#).

Social Care Wales is responsible for promoting and securing high standards across the early years and childcare workforce. It aims to ensure that the workforce in Wales has the right skills and qualifications to work to a high professional standard and is capable of delivering high quality service. Further information is available from [Social Care Wales](#).

[CWLWM](#), the consortium, made up of five childcare and play partners, support childcare and play settings with guidance and membership, encouraging quality and sustainable settings

[Play Wales](#), the national charity for children's play, provides advice and guidance to support all those who have an interest in, or responsibility for providing for children's play.

Standard 1: Information [about the setting]

Outcome:

Parents have all the information they need to make an informed choice about the childcare service they require.

The registered person is responsible for ensuring that:

- 1.1 Parents are given sufficient accurate information for them to make an informed decision about the service.
- 1.2 A Statement of Purpose has been compiled as set out in the regulations and information is given to prospective parents, orally and in writing, about the service provided.
- 1.3 The Statement of Purpose and additional information includes:

| For All Settings |
|---|
| Aims and objectives of the service |
| Numbers, ages and sex of children for whom care is to be provided |
| Range of needs of relevant children to be met |
| Opening hours |
| Staffing |
| Full details of the provision, including: <ul style="list-style-type: none">• Facilities available• Services offered• Activities offered• Routines |
| Language(s) used |
| Terms and conditions upon which care is provided |
| Admissions policy |
| Contact information |
| Arrangements for dealing with complaints and concerns |
| Arrangements for dealing with any emergency |
| Details of arrangements to review the Statement of Purpose and inform CIW of changes to the service |

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| Details of pets or other animals on the premises |
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| For child minders only |
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| Composition of own family |
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| Whether the registered person is a foster carer |
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| Arrangements for working with an assistant in line with Annex A - Guidance for child minder assistants |
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- 1.4 A copy is retained of the most recent inspection report from CIW, and where applicable Estyn, together with resultant action plans. These documents are available to parents.

Standard 2: The Contract

Standard 2 does not apply to open access play provision, although relevant elements should still be considered desirable as good practice

Outcome:

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

The registered person is responsible for ensuring that:

- 2.1 A written contract is agreed with parents, setting out the expectations of both parties about the care of the child, activities provided and business arrangements.
- 2.2 The written contract must include the terms and conditions, including information about:

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| Arrival and collection |
| Sickness |
| Administration of medication |
| Holidays |
| Dietary needs |
| Emergency procedures |
| Policy on behaviour management and sanctions |
| Financial matters and fees (if any) |
| Equal opportunities policy |
| Complaints |

Standard 3: Assessment

Standard 3 does not apply to open access play provision, although relevant elements should still be considered desirable as good practice

Outcome:

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

The registered person is responsible for ensuring that:

- 3.1 Children's needs and preferences are identified as far as practicable before they are placed or attend.
- 3.2 Parents and children are encouraged to visit the childcare provision before the child starts attending to make sure that the child's needs are clearly identified.
- 3.3 Parents are asked specifically about their child's preferences, needs and abilities, and for any other information they need to share to ensure the best possible care for the child. Consideration is also given to the wishes of the child, either through discussions with the child or with the parents and child.

Standard 4: Meeting individual needs

Outcome:

Each child's individual needs, including any children with disabilities or additional needs (including additional learning needs), are planned for and provided for.

The registered person is responsible for ensuring that:

For all children:

- 4.1 They can demonstrate that they can meet the needs of children placed with them.
- 4.2 They (or their staff) have the skills and experience needed to plan for and meet a child's individual needs and preferences.
- 4.3 Using a child-centred approach to the planning of provision, the welfare and development of all children is promoted. The views of children and their families is actively sought and incorporated into planning and decision making.
- 4.4 The needs and preferences of individual children (including those from minority ethnic communities) in relation to their home language(s), intended medium of education (e.g., Welsh or English) and their social, cultural and religious practices are understood and catered for.
- 4.5 Privacy when intimate care is being provided is respected.
- 4.6 Staffing arrangements are designed to meet the needs of individual children who attend, including those who have additional needs.

For children with disabilities or additional needs:

- 4.7 Where a child has, or may have, additional support needs, providers and parents work together so that appropriate steps to access advice or support are taken.
- 4.8 An information document is available to parents which provides links to Welsh Government and local authority information about additional support for children with disabilities or additional needs (including additional learning needs (ALN)).
- 4.9 Appropriate action is taken if it is identified that a child has or may have additional needs.

- 4.10 Children with disabilities or additional needs have access, alongside their peers, to the facilities, activities and play opportunities provided in order to promote their welfare and development.
- 4.11 The physical environment is, as far as is reasonable, suitable for children with disabilities or additional needs.
- 4.12 Where a possible need for specialist help or equipment is identified, the setting should make contact with the Local Authority.

Additional learning needs (ALN)

- 4.13 Where a provider thinks a child has an additional learning need (ALN), wherever possible, this should be discussed with their parent. Either the provider or the parent can bring it to the attention of the local authority that a child has, or may have, ALN. In responding, the local authority must follow the requirements and guidance set out in [The Additional Learning Needs Code for Wales](#).
- 4.14 Registered non-maintained childcare settings which are approved and funded by the local authority to provide early education:
- have a role in supporting local authorities to identify ALN and in helping local authorities to fulfil their statutory obligations
 - are required to have regard to relevant guidance in the ALN Code, in accordance with the local authority's funding arrangements.
- 4.15 Children with ALN have equitable access, alongside their peers, to the facilities, activities and play opportunities provided.

Standard 5: Records

Outcome:

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

The registered person is responsible for ensuring that:

- 5.1 Records are maintained as required by Regulation 30, Schedule 3 of the Child Minding and Day Care (Wales) Regulations 2010 (as amended).

Records that must be kept and maintained on the premises while the children concerned are being cared for:

The name, address and telephone number of the following:

- The registered person.
- The responsible individual, where applicable.
- Every other person living, working or employed on the premises where childcare is provided.
- Any other person who will regularly be in unsupervised contact with the relevant children.

The name, home address, date of birth and sex of each relevant child.

A daily record of the names of the relevant children, their hours of attendance and the names of the persons who looked after them.

Hours attended not mandatory for open access play provision.

The name, address and telephone number of a parent of each relevant child.

Any special dietary or health needs or allergy of any relevant child.

Not mandatory for open access play provision, although relevant elements should still be considered desirable as good practice.

The name and address of the registered medical practitioner with whom each relevant child is registered.

A record of accidents, serious illness and other significant events occurring on the relevant premises.

A statement of the procedure to be followed in the event of a fire or accident.

A statement of the procedure to be followed where a parent or child has a complaint about the service provided by the registered person.

A statement of the arrangements in place for the protection of relevant children, including arrangements to safeguard the children from abuse or neglect and procedures to be followed in the event of allegations of abuse or neglect.

A statement of the procedures to be followed in the event of a relevant child being lost or not collected.

The name, address and telephone number of every current member of the committee or governing body where the applicant is an unincorporated association.

- 5.2 Records may include other useful contact information, such as mobile telephone numbers and email addresses, or details of other parents or carers of a relevant child, over and above those required in the regulations.
- 5.3 Records about individual children are shared with the child's parent, except where this would place the child's welfare at risk.
- 5.4 Records about individual children must be retained for a period of at least three years after the last date on which the children attended. The requirements of a registered person's insurance may require that records are retained for longer.
- 5.5 Records about individual children are kept secure and confidential and are always available for inspection by CIW at their request.
- 5.6 The parent or other adult collecting the child is asked to sign the record of any accidents to acknowledge the entry.

Standard 6: Working in partnership with parents

Standards 6.5 to 6.11 do not apply to open access play provision, although relevant elements should still be considered desirable as good practice

Outcome:

Parents are kept fully involved in and informed about their child's activities, achievement and progress.

The registered person is responsible for ensuring that:

- 6.1 They and their staff work in partnership with parents to meet the needs of the children, both individually and as a group.
- 6.2 Parents' primary responsibility for their children is recognised and respected.
- 6.3 Parents are kept fully informed about routines and childcare practices.
- 6.4 Policies and procedures are available to all parents.
- 6.5 Details of what their child has achieved during the day, including any significant event or change in behaviour, are shared with parents.
- 6.6 When caring for children under 2 years of age, there is a daily system for the exchange of information between the parent and the key worker. This includes information about the child's changing developmental and care needs and routines.
- 6.7 Regular information is provided for parents about activities, for example, through wall displays, photographs or examples of children's work.
- 6.8 Records are kept containing details about the child and notes on his/her progress. Parents have access to all written records about their children (except as provided in NMS 6.10 below)
- 6.9 Children aged under 8 years are only released from the care of the provision to individuals named by the parents. Children over the age of 8 are only released from the care of the provision under arrangements which have been pre-agreed with the parents.
- 6.10 The policy about privacy and confidentiality will be made available. Any requests by third parties for information will be discussed with parents and information only shared with their consent. An exception can be made where there is a requirement to report concerns about the welfare or safety of the child; for example in relation to child protection.

- 6.11 If a child is identified as a child in need (section 17 of the Children Act 1989), the registered person, with parents' permission, gives appropriate information to referring agencies.

In a Day Care Setting:

- 6.12 Information is given to parents which includes the role of parents and any expectations that parents participate on the management committee or as volunteers. Any volunteers and committee members are given full information and guidance on their roles and responsibilities.

Standard 7: Opportunities for play and learning

Standards 7.9 to 7.11 does not apply to open access play or Out of School provision, although relevant elements should still be considered desirable as good practice

Outcome:

Children have a range of experiences, including freely chosen, unstructured and self-directed play, that contribute to their emotional, physical, social, intellectual, language and creative development.

The registered person is responsible for ensuring that:

- 7.1 The child's individual needs are met and their welfare is promoted by planning and providing play opportunities and activities to promote emotional, physical, social, creative, linguistic and intellectual development.
- 7.2 Resources used, play opportunities, first-hand experiences, and activities provided aid children's development and build on their natural curiosity.
- 7.3 Children are given opportunities to be active, indoors and out, as well as time to relax.
- 7.4 Children have opportunities to play and learn outdoors.
- 7.5 The environment is one that encourages children to be confident, independent and develop their self-esteem, to respect others and develop a sense of what is right and wrong.
- 7.6 Positive relationships are built with children and their parents to facilitate a good understanding of individual needs and home circumstances.
- 7.7 The National Standards on Children and Young People's Participation⁴ are applied to the way in which the service is delivered:
 - Adults looking after children listen to and value what children say, talk with them about what they are doing and actively encourage them to explore their full potential.
 - Opportunities for involving children in decision making, evaluating and planning on a variety of levels are explored.

⁴ <https://gov.wales/sites/default/files/publications/2018-02/Bilingual-Participation-Standards-poster2016.pdf>

- 7.8 Resources are organised so that they are readily accessible to children and staff are deployed to support children's play and learning.
- 7.9 What children do is observed and recorded to help plan the next steps for the children's play, learning and development.
- 7.10 When providing care for children under 2 years of age:
- Children interact with a consistent adult at frequent intervals throughout the day.
 - There is clear planning of babies' activities.

Settings funded to provide early education

- 7.11 The principles of the curriculum are understood and applied in a way appropriate to the age, abilities and stage of development of children in their care and the nature of the provision. Non-funded settings are encouraged to incorporate this curriculum into their work.

Standard 8: Nurture and well-being

Outcome:

Children feel secure, happy and comfortable with their carers and in their environment, and their rights are respected.

The registered person is responsible for ensuring that:

- 8.1 Staff are aware of the United Nations Convention on the Rights of the Child (UNCRC) and its implications for their work and their interaction with children.
- 8.2 The setting's policies and the care given promote warm relationships, security, self-esteem, independence and confidence for children, in a responsive, nurturing atmosphere.
- 8.3 Communication is positive and encouraging and children are listened to. There is eye contact and generally communication is at the child's level.
- 8.4 Children are enabled to develop confidence and self-esteem in the setting.
- 8.5 The settling-in process is appropriate for the individual child, and separation from parents or carers minimises any distress and anxiety.
- 8.6 Babies and very young children are able to develop an attachment to a consistent carer or small number of regular carers.

Standard 9: Behaviour

Outcome:

The behaviour of children is managed in a way that respects their rights and promotes their welfare and development.

The registered person is responsible for ensuring that:

- 9.1 Adults caring for children in the provision are able to manage a wide range of children's behaviour in a way that promotes the children's welfare and development and respects their rights under the UNCRC (for example, Article 19) and recognises that the reasons for 'bad' behaviour may be complex.
- 9.2 A written behaviour management policy is drawn up and implemented which complies with the regulations and states the methods used to manage children's behaviour. This is discussed with parents and fully understood and followed by staff. The policy is kept under active review and CIW is notified of any revision within 28 days of it being made.
- 9.3 It is clear who within the setting has responsibility for behaviour management issues. That person has the skills to support any other staff and is able to access expert advice if usual methods are not effective with a particular child.
- 9.4 Management of behaviour is consistent and developmentally appropriate, respecting individual children's level of understanding and maturity.
- 9.5 A positive approach to managing behaviour is used, with adults modelling positive behaviour, providing praise and encouragement and fostering good relationships between adults and children. Inappropriate behaviour, including bullying, is managed, addressed and discouraged.
- 9.6 Adults providing care or play opportunities are alert to instances of bullying and encourage children to report any concerns.
- 9.7 Physical punishments, such as shaking or smacking a child or the threat of them, are never used.
- 9.8 Adults do not use any form of physical intervention, e.g. holding or restraint, unless it is necessary to prevent personal injury to the child, other children or an adult, or serious damage to property. Any incident is recorded and the parent informed of the incident on the day.
- 9.9 Children are never humiliated, shouted at, intimidated or shamed.

Standard 10: Healthcare

Outcome:

The healthcare needs of each child are identified and addressed as appropriate and children benefit from the way in which good health is promoted.

The registered person is responsible for ensuring that:

Health

- 10.1 The good health of children is promoted and positive steps are taken to prevent the spread of infection with appropriate measures taken in cases of illness.
- 10.2 No child is received if he/she appears to be ill. If children become unwell during their time in the childcare or play setting, care is taken to prevent possible infection of other children and parents are notified as soon as possible.
- 10.3 Other parents are notified if a child attending the setting, or anyone else on the premises (e.g., a staff or family member), has been diagnosed as having a significant infectious disease (e.g. chicken pox, impetigo) maintaining individual confidentiality as appropriate.
- 10.4 Parents know that they must inform the registered person or childcare service about their child's healthcare needs and, in consultation with the child's parent(s), those needs are addressed; taking any action that is necessary.
- 10.5 Written parental permission is obtained in advance regarding any necessary emergency medical advice or treatment.
- 10.6 The premises and equipment are kept clean and hygienic.
- 10.7 Staff are informed and aware of the importance of good hygiene practice to prevent the spread of infection. Staff are informed of and kept up to date with good hygiene procedures.
- 10.8 Children are encouraged to learn about good personal hygiene, and practise it, through the daily routine.
- 10.9 Any animals on the premises are safe to be in the proximity of children and do not pose a health risk.
- 10.10 Sandpits are protected from contamination and the sand is clean.

Food Hygiene

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

Nappy Changing

- 10.12 Where care is provided for babies and children in nappies, there should be a nappy changing policy in place with which staff are familiar. The policy should cover both hygiene matters and good safeguarding practice.
- 10.13 Children under 2 should be fed and changed by their key worker or a consistent adult.

Smoking

- 10.14 Smoking is not permitted in the presence of children being looked after in a childcare setting. This applies to both the indoor and outdoor areas of the premises in which childcare is provided. Although, the outdoor areas are only required to be smoke-free when the premises is being used for daycare or child minding. In the case of a child minder providing care in their home, the outdoor areas of the home are required to be smoke-free if one or more of the children are in the outdoor area.
- 10.15 'No Smoking' signs are visible in day care childcare provision There is no requirement for 'No Smoking' signs to be displayed in the outdoor areas of childcare settings however childcare providers may choose to do so.

First Aid

- 10.16 There is a first aid box complying with the relevant regulations and the contents of the box are checked frequently and replaced as necessary. Where appropriate, a designated member of staff should be responsible for this. The first aid box should be accessible to staff, but out of the reach of children.
- 10.17 Non-domestic childcare and play settings must also comply with the general first aid at work training requirements set out by Health and Safety Executive in relation to their employees.
- 10.18 That persons trained in first aid have a "suitable" qualification. The content of Paediatric First Aid courses must be consistent with the criteria set out in National Minimum Standards – supplementary guidance for Paediatric First Aid Training at Annex B.

- 10.19 All first aid certificates should be kept up to date and renewed every 3 years.
- 10.20 At least one person caring for the children must have a current Full Paediatric First Aid 12 hours certificate for a full course which is appropriate for the age of the children being cared for.
- 10.21 There are sufficient numbers of staff suitably trained in first aid on the premises at all times when children are present. The numbers of suitably trained staff is sufficient given the lay out of the premises and that person's ability to respond quickly to emergencies and to allow for circumstances where staff maybe absent or called away from the setting unexpectedly.

First Aid Training - Child minders:

- 10.22 Child minders, and any assistant who might be in sole charge of the children for any period of time, must hold a Full Paediatric First Aid certificate before commencing child minding.
- 10.23 If the assistant is not left in sole charge of children they should have an Emergency Paediatric First Aid certificate. The Emergency Paediatric First Aid 6 hours certificate should be undertaken within three months of starting work.

First Aid Training – Day Care Settings (Full Day Care)

- 10.24 The minimum requirement is at least 1:10 (trained adult: child ratio) holding a current Full Paediatric First Aid 12 hours certificate.
- 10.25 All other staff (including regular volunteers or trainees) included in the adult:child staffing ratios must undertake Emergency Paediatric First Aid 6 hours training and maintain a current certificate.
- 10.26 New starters should undertake an Emergency Paediatric First Aid 6 hours certificate within three months of starting work but can be included in the required staff:child ratios pending completion of the training subject to all other staff having the required First Aid training and current certificates.
- 10.27 Sufficient numbers of suitably trained staff in first aid must accompany children on any outings.

First Aid Training – Open Access Play

- 10.28 Open Access Play settings that accept children under the age of 8, the minimum requirement is at least 1:13 (trained adult:child ratio) holding a current Full Paediatric First Aid 12 hours certificate

- 10.29 Open Access Play settings that accept children over the age of 8 the minimum requirement is at least one person should hold a current Full Paediatric First Aid 12 hours certificate and be present at all times.
- 10.30 First Aid training in respect of all other staff should reflect the circumstances of the setting and be based on a risk assessment.

Standard 11: Medication

Outcome:

Children are safeguarded by the setting's policies and procedures about medication, and receive the medication they need.

The registered person is responsible for ensuring that:

- 11.1 There is a clear policy, understood and implemented by all staff and discussed with parents, about the storage and administration of medication. The policy conforms to the terms of the registered person's insurance cover;
- 11.2 The parent gives written permission before any medication is given.
- 11.3 If medication is administered to a child, this is with an understanding of the possible side effects of the medication. If medication is self administered by the child, this is in line with written guidance from the parent and with an understanding of the possible side effects of this medication.
- 11.4 Information is gained to establish from the person delivering the child exactly when medication was last administered.
- 11.5 Prescription medicines are not administered unless a doctor has prescribed them for that child.
- 11.6 If the administration of prescription medicines requires technical or medical knowledge then individual training is provided by a qualified health professional. Training is specific to the individual child concerned.
- 11.7 Any medicine received into the setting is not out of date.
- 11.8 Medication is stored in the original container, clearly labelled with the child's name and must be inaccessible to children.
- 11.9 Written records are kept of all medicines administered to children and parents sign the record book to acknowledge the entry.

Standard 12: Food and drink

Outcome:

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

The registered person is responsible for ensuring that:

- 12.1 Information is obtained from parents and recorded about individual children's dietary requirements, including cultural and religious requirements and therapeutic diets for officially diagnosed food allergies, and these are complied with;
- 12.2 If children receive meals and/or snacks, they are safely prepared, nutritionally balanced, of good quality and appropriate in quantity following recommendations in [Welsh Government's Food and Nutrition guidance for childcare settings](#). The food and drink offered is varied and nutritious and meets the religious, cultural and dietary requirements of each of the children.
- 12.3 Fresh drinking water is freely available to children at all times.
- 12.4 All food is stored safely. If parents provide food, they are informed of what can be stored safely.
- 12.5 Food Standards Agency and Environmental Health requirements are complied with.
- 12.6 In settings where there are set meal and refreshment times, they are arranged to provide sociable opportunities for children, using tables, seating and appropriate crockery and cutlery.
- 12.7 If care is provided for babies and children under the age of 2:
 - feeding and nappy changing takes place in accordance with the child's individual needs and not as part of a nursery routine.
 - facilities are available to support mothers who wish to continue to breastfeed, e.g. for safe storage of expressed milk or for visiting in order to breastfeed their baby during the time in which the child is cared for. In exceptional circumstances, where facilities are not permanently available, temporary arrangements are made as required.

- babies are held when being bottle fed, preferably by the same carer or key worker on each occasion.
- an area is provided with access to drinking water and facilities for the hygienic preparation of babies' feeds.
- suitable sterilisation equipment is used for babies' feeding equipment and dummies.
- records are kept of babies' food intake and are shared with their parent(s).

Standard 13: Suitable person

Outcome:

Children's needs are fully met by those who look after them.

The registered person is responsible for ensuring that:

- 13.1 All trainees work under close supervision at all times;
- 13.2 All staff receive induction training which includes health and safety and child protection policies and procedures during their first week of employment;
- 13.3 The continuing training needs of staff are addressed and provided for on a regular basis.
- 13.4 All paid staff receive regular one-to-one supervision which encourages them to think about the quality of their practice and raise any safeguarding concerns. They also receive formal appraisal at least once a year.⁵

Standard 13(CM): Suitable Person (Child Minder)

See Annex A - Guidance for Child minder Assistants, for further information about working with an assistant.

Registered persons are responsible for ensuring that:

- 13.1(CM) The child minder, and any assistant employed by them, are suitable to look after children up to the age of 12, and have the appropriate skills, experience and qualifications to meet the needs of the children.
- 13.2(CM) The child minder, and any assistant employed by them, are mentally and physically capable of caring for children.
- 13.3(CM) The child minder, and any assistant employed by them, have successfully completed an appropriate pre-registration course recognised in the [Social Care Wales's Qualification Framework](#).
- 13.4(CM) The child minder, any assistant, and any other persons aged 16 years or over who lives, works (including on a voluntary basis) or is otherwise present on the relevant premises and has or is likely to have regular contact with children, has undergone a vetting procedure which complies with the Regulations and includes a Disclosure Barring Service (DBS)

⁵ Further information on good practice in the recruitment, management, and supervision of staff is available from [Social Care Wales](#)

enhanced disclosure check. All checks are completed before the child minder and any assistant commence caring for children.

13.5(CM) The child minder must notify CIW about their intention to employ or work with any assistants to look after children.

13.6(CM) The child minder, as the registered person, is accountable for, the work of any assistant and remains responsible for the safety, welfare and development of children in their care. The child minder must deploy the assistant effectively and remain satisfied that the assistant is competent in all areas of work undertaken. The child minder keeps a staff file for each assistant including records related to name, address, contact numbers, recruitment, induction, supervision, appraisal, training and qualifications.

13.7(CM) The following information should be maintained on a daily basis:

- the names of people present, or likely to be present in the home, when child minding takes place.
- name and address of assistants (if they are employed).
- the hours any assistant works including any hours where they were working alone and the names of the children they are responsible for at these times.

Standard 13(DC): Suitable person (Day Care)

Registered persons are responsible for ensuring that:

All Staff

13.1(DC) Day care providers and any staff employed by them are suitable to look after children up to the age of 12 and have the appropriate skills, experience and qualifications to meet the needs of the children.

13.2(DC) All staff are mentally and physically capable of caring for children.

13.3(DC) Day care providers and any staff employed by them and any other person aged 16 years or over who lives, works (including on a voluntary basis) or is otherwise present on the relevant premises and has, or is likely to have, regular contact with the children, has undergone a vetting procedure which complies with the Regulations and includes a Disclosure Barring Service (DBS) enhanced disclosure check. All checks must be completed before persons start working or having regular unsupervised contact with children.

Person in Charge

13.4(DC) Prior to their appointment, a person in charge (manager) must have:

- a. At least 2 years' experience of working in a day care setting.

AND

- b. At least a level 3 qualification recognised on the [Social Care Wales's Qualification Framework](#) or The Playwork Education and Training Council for Wales *List of Required Qualifications for Playwork* (or any lists which supersede them) which is appropriate to the post.

13.5(DC) Within a day care setting for children between the ages of 0 to 12 years, the person in charge should hold both:

- a. At least a level 3 childcare qualification recognised on the [Social Care Wales's Qualification Framework](#)

AND

- b. At least a level 3 playwork qualification or a smaller award as recognised on The Playwork Education and Training Council for Wales *List of Required Qualifications for Playwork* (or any lists which supersedes this).

13.6(DC) Within a play provision for children from 5 years old up to the age of 12 years, the person in charge should hold at least a level 3 playwork qualification recognised on The Playwork Education and Training Council for Wales *List of Required Qualifications for Playwork* (or any lists which supersedes this).

13.7(DC) Within a holiday play scheme the person in charge should hold:

- a. At least a level 3 playwork qualification, as set out in The Playwork Education and Training Council for Wales [List of Required Qualifications for Playwork](#) (or any lists which supersedes this).

OR

- b. At least a level 3 qualification in a related sector

AND

- c. the Managing a Holiday Play Scheme Award, as set out in The Playwork Education and Training Council for Wales *List of Required Qualifications for Playwork* (or any lists which supersedes this).

All persons in charge working with children from the age of 8 – 12 years in childcare and playwork settings are required to have attained the required playwork qualifications by the end of September 2022.

Other Staff (Qualifications)

13.8(DC) For sessional care **at least 50%** of all other staff holds a qualification at least at level 2 from the [Social Care Wales's Qualification Framework](#) or The Playwork Education and Training Council for Wales *List of Required Qualifications for Playwork* (or any lists which supersede them) which is appropriate to the post. **AND** at least half of these have a qualification at level 3.

13.9(DC) For Open Access Play **at least 50%** of all other staff holds a level 2 playwork qualification as recognised on The Playwork Education and Training Council for Wales *List of Required Qualifications for Playwork* (or any lists which supersedes this).

13.10(DC) For full day care:

- a. **At least 60%** of other staff to hold a qualification at least at level 2 on the [Social Care Wales's Qualification Framework](#) **AND** at least half of these have a qualification at level 3.
- b. **At least another 20%** of all other staff can be “working towards” a level 2 or 3 qualification.

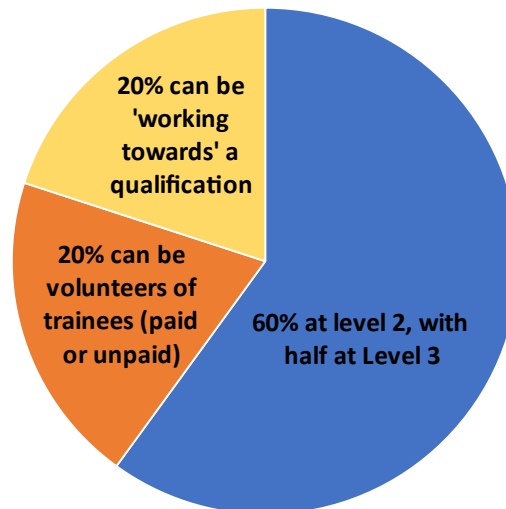
A member of staff will be considered to be “working towards” a qualification if all the following conditions are met:

- The Registered Person is satisfied the individual is confident and responsible;
- There is tangible evidence that the individual is actively working towards a level 2 or 3 qualification (e.g. evidence of enrolment on a relevant course) and that there is an agreed timescale for gaining the required qualification (up to 3 years);
- The individual has completed induction training relevant to their role, including the Social Care Wales All Wales Induction Framework or are undertaking such training;
- The individual is working alongside staff who are qualified to the required level.

[Social Care Wales's Qualification Framework](#) describes which qualifications are required for different childcare settings and staff within these settings.

PETC Wales have developed a [flowchart](#) which describes which qualifications are required for **playwork** in different settings and staff within these settings.

Full Day Care: Staff Qualifications (other than the Person in Charge)



Registered persons are responsible for ensuring that all persons caring for children at the setting are suitable.

13.11(DC) In settings caring for under 2s:

- Staff caring for babies are competent to do so.
- At least 50% of staff caring for babies have received training in this specific area.
- The person in charge of the babies' room has at least two years' experience of working with children under 2 years.
- Arrangements for staffing minimise the number of carers for an individual child (see standard 8.6).

Standard 14: Organisation

Outcome:

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

The registered person is responsible for ensuring that:

- 14.1 An operational plan is developed and periodically reviewed. This is available to parents. The aim of this plan is to ensure that the service is well planned and organised and to allow maximum flexibility in organising the provision according to available resources and the needs of children and families. The content of the plan will vary according to the type of provision, but may include:
- details of the organisational structure.
 - line management responsibilities;
 - details of the premises and facilities and how they are used.
 - training plans.
 - information about the development of the service.
 - action plans.
- 14.2 Staff are deployed effectively within the provision to ensure the safety, welfare and development of children.
- 14.3 There is a named deputy who is able to take charge in the absence of the person in charge. This does not apply to child minders.
- 14.4 Children aged under 2 years are cared for in groups of no more than 12, otherwise, the size of a group never exceeds 26 children. A provision may include more than one group. While smaller key groups with consistent staff should be the norm, movement of children and staff between groups in the course of the day may be encouraged within the setting, if that is planned to provide a richer experience for children.
- 14.5 All children are allocated to a member of staff who is their key worker. The key worker is mainly responsible for their well-being on a daily basis and ensures that information about the child is exchanged with the parent.

14.6 Children have the opportunity to interact with the adults caring for them. Staff actively seek to build good relationships with the children and include opportunities for small groups of children to interact and play together.

Standard 15: Staffing ratios

Outcome:

Children benefit because the ratio of adults to children conforms to best practice.

The registered person is responsible for ensuring that:

- 15.1 The required adult:child ratios are met.
- 15.2 Any care provided for children over the age of 12 does not adversely affect the care provided for children under the age of 12 and vice versa.
- 15.3 Students on training placements of 12 weeks or less are not included in the adult:child ratio.

Specialist Activities

- 15.4 Day care provision (including open access play provision) offering specialist activities maintain written operating procedures for each specialist activity programme. These operating procedures must:
 - be appropriate to the site and level at which activities are undertaken;
 - define the competencies, qualifications and/or experience required of staff undertaking different levels of responsibility; and
 - be consistent with the Health and Safety Executive Guidelines, where appropriate, Activity Centre Advisory Committee Guidelines, where they are established and with the National Governing Body Guidelines, where they are relevant, to the safe conduct of the activity at the level undertaken;
- 15.5 All staff with management responsibility for an activity possess the competencies, qualifications and experience required to discharge the responsibility. An activities licence is required where applicable.

Standard 15: Staffing Ratio (Child Minder)

- 15.1(CM) The maximum number of children for whom a child minder may care is as follows:
 - Ten children up to 12 years of age;
 - Of those ten children, no more than six may be under 8 years of age.
 - Of those six, no more than three may be under 5 years of age.

- Of those three children, normally no more than two may be under 18 months of age, although exceptions can be made for siblings.

Examples:

| Age of child | Maximum number of children to be cared for | Child Minder 1 | Child Minder 2 | Child Minder 3 | Child Minder 4 | Child Minder 5 | Child Minder 6 |
|-------------------------------|--|----------------|----------------|----------------|----------------|----------------|----------------|
| Under 18 months | No more than 2 <i>(*exception where another sibling is within this age bracket)</i> | 0 | 1 | 2 | 1 | 2 | 3* |
| Between 18 months and 5 years | Up to 3 (depending on the number of babies), if a child attends full-time education they may be classed as over 5 years old. | 3 | 2 | 1 | 2 | 0 | 0 |
| Between 5 and 8 years | Up to 6, depending on the ages of other children being cared for | 3 | 3 | 3 | 3 | 2 | 3 |
| Between 8 and 12 years | Up to 10, depending on the ages of other children being cared for | 2 | 1 | 2 | 4 | 6 | 4 |

15.2(CM) Children aged 3-5 years who attend full-time education provision may be classed as over 5 years for the purposes of the ratios relevant to child minders. In line with Standard 15.1(CM), at no point must a child minder care for more than ten children at any one time.

15.3(CM) The ratios include any children under the age of 12 on the premises, including a child minder's own children and any others for whom she/he is responsible.

15.4(CM) Where a child minder employs an assistant, the same adult:child ratios apply to the assistant, as the child minder, for any additional children. The space available for children on the premises, however, may also affect the numbers for which provision can be registered.

Standard 15: Staffing Ratio (Day Care)

15.1(DC) In day care the minimum staffing ratios are:

- One adult to three children under 2 years.
- One adult to four children aged 2 years.

- One adult to eight children aged 3 - 7 years.
- One adult to ten children aged 8 – 12 years.

These ratios include any children of staff or volunteers and apply to any activity including escorting and transporting children. Regular volunteers can be taken into account in the normal staffing ratios.

- 15.2(DC) There are always at least two staff on duty.
- 15.3(DC) Staffing levels are maintained during outings and, according to circumstances, it may be necessary to exceed them. Staff supervising outings are qualified to level 3.
- 15.4(DC) Suitable contingency arrangements are in place to cover emergencies and unexpected staff absences. There are sufficient, suitable staff and volunteers to cover staff breaks, holidays, training, sickness and time spent with parents.
- 15.5(DC) The adult:child ratios relate to staff time available to work directly with children:
- Additional staff and management resources **will be** required to undertake management tasks, if this impacts on required adult:child ratios.
 - Additional staff and resources **will be** required to prepare meals or snacks, for domestic tasks and to maintain premises and equipment if this impacts on required adult:child ratios.
- 15.6(DC) If the nature of the day care provision means that there are changing numbers (e.g. in the case of a crèche or other drop-in provision) there must be adequate staff to ensure the security of any group of children which is constantly changing and give children the help they need to settle in. Regular volunteers and trainees can be taken into account in the normal staffing ratios.

Standard 15: Staffing Ratio (Open Access Play)

- 15.1(P) The minimum staffing ratio in open access play provision is 1:13 for children aged under 8. Children under 5 do not generally attend such provision and ratios may need to be higher for schemes which operate in public parks.
- 15.2(P) For children aged 8 up to 12 years, staffing ratios should be sufficient and proportionate, contributing to a positive environment for all children

attending. Staffing ratios should reflect the circumstances of the setting, including the site and level of activities undertaken, how risks are managed, the experience and qualifications of staff, community context, age and abilities of the children attending and allow for contingency in case of emergencies. The responsibility for setting ratios in the new standard will rest with the service and will depend on the diverse circumstances that may apply in the provision of open access play operated.

- 15.3(P) Where play provision operates indoors, registered persons have a system which enables them to know which children are on their premises.

Standard 16: Equal opportunities

Outcome:

All children are treated with equal concern and respect.

The registered person is responsible for ensuring that:

- 16.1 Equality of opportunity and anti-discriminatory practice is promoted in the setting.
- 16.2 There is an equal opportunities policy, which is consistent with current legislation and guidance and is regularly reviewed. All staff and volunteers understand and implement this policy and it is available to parents.
- 16.3 All children and adults are treated with equal concern and the registered person complies with relevant anti-discriminatory legislation and good practice in all areas, including employment, training, admission to day care and access to the resources, activities and facilities available.

Standard 17: Financial procedures

Outcome:

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

The registered person is responsible for ensuring that:

- 17.1 Effective financial procedures are operated.
- 17.2 There is adequate public liability insurance, and valid insurance for vehicles if used.
- 17.3 If requested by CIW, records of all financial transactions relating to the provision of care to relevant children must be made available.

Standard 18: Quality

Outcome:

Children and their parents benefit from a quality service that is effectively monitored.

The registered person is responsible for ensuring that:

- 18.1 There are effective systems and processes used for continuous monitoring, reviewing and improving the quality of all aspects of the service provided, that meet the requirements of Regulation 16 - Review of Quality of Care.
- 18.2 They regularly seek and take on board the views of children and their parents, staff and other practitioners/professionals about what improvements could be made. This is embedded in practice to measure the success of the service as part of these processes.
- 18.3 Following a Quality of Care Review, they must, within 28 days, prepare a report of that review and make a copy of that report available in an appropriate format when requested to parents/carers, a local authority arranging for child minding or day care for a relevant child, staff and Welsh Ministers. This must be done at least annually.
- 18.4 The Quality of Care Review should represent a continuous improvement cycle and should form part of a culture of quality improvement. This involves using tools and methods systematically such as the Early Childhood Education and Care (ECEC) Quality Framework, sector endorsed quality schemes, improvement tools and good practice guidance to assess and improve the quality of care and outcomes for the people using the service.
- 18.5 Account is taken of the advice and recommendations of CIW and any professional bodies to which settings may be affiliated.

Standard 19: Complaints

Outcome:

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

The registered person is responsible for ensuring that:

- 19.1 A simple, clear and accessible written complaints procedure is in operation, which complies with the Regulations. The complaints procedure should include information about how to contact CIW (including the name, address and telephone number of the relevant CIW office).
- 19.2 All complaints are handled in a sensitive and confidential manner.
- 19.3 Complaints are considered and, where possible, investigated and resolved locally.
- 19.4 The complainant is notified, in writing, of the outcome of the investigation within 14 days of receiving the complaint. With the agreement of the complainant the period for resolution may be extended by up to a further 14 days if necessary.
- 19.5 An accurate and detailed written record of all complaints is kept, which includes the following information:
 - name of complainant.
 - nature of complaint.
 - date and time of complaint.
 - action taken in response to complaint.
 - result of complaint investigation.
 - information given to the complainant, including the date of response.
- 19.6 When the provision of child minding or day care for a particular child has been arranged by the local authority complainants are informed that they have the right at any time to complain to the local authority. Complainants must also be informed that they have the right at any time to complain to CIW.⁶

⁶ Local and formal resolution procedures are described more fully in [Listening and Learning: A guide to handling complaints and representations in local authority social services in Wales](#)

Standard 20: Safeguarding

Outcome:

Children are safeguarded from harm, abuse and neglect and parents are confident that all possible steps to safeguard children are taken.

The registered person is responsible for ensuring that:

- 20.1 Safeguarding of the child is the first priority; it is **everybody's** responsibility.
- 20.2 There is a written child safeguarding policy in place. The policy should be based on the [Wales Safeguarding Procedures](#). In producing this policy, the registered person must also be familiar with the Welsh Government's statutory guidance on safeguarding children under the Social Services and Well-being (Wales) Act 2014.
- 20.3 The child safeguarding policy is shared with parents before a child is admitted and clearly states staff responsibilities for reporting suspected harm, abuse or neglect. It includes contact names and telephone numbers and the procedures to be followed in the event of an allegation being made against a member of staff or volunteer and the implications for disclosure of information.
- 20.4 All staff have accessed safeguarding training relevant to their work role. A designated member of staff has attended safeguarding and protection training courses and is responsible for liaison with child protection agencies in any child safeguarding and protection situation.
- 20.5 Any persons working and looking after children are able to put the policy into practice and are aware of safeguarding and child protection issues, including physical abuse, neglect, emotional abuse and sexual abuse and are able to implement the procedures.
- 20.6 Staff are aware of their responsibility to report concerns according to Wales Safeguarding Procedures without delay.
- 20.7 All staff are suitably trained for their role. Annex C details the types of roles in childcare and playwork and the safeguarding training appropriate to different roles within the sector.

Standard 21: Notifications of significant events

Outcome:

Impacts of changes on children's welfare are made known.

The registered person is responsible for ensuring that:

Incidents

21.1 Ensuring that CIW is informed of the following immediately in line with the regulations (Regulation 31, Schedule 4) in relation to significant events:

- The outbreak at the relevant premises of any infectious disease which in the opinion of any registered medical practitioner attending a child or other person at the premises has a condition that is sufficiently serious to be so notified, or of any serious injury to, serious illness of, or the death of, any child or other person on the premises.
- Any allegations of serious harm to a child committed by any person looking after relevant children at the premises, or by any person living, working or employed on the premises, or any abuse which is alleged to have taken place on the premises.
- Any other event likely to affect the suitability of the registered person to look after children or the suitability of any person living, working or employed on the premises to be in regular contact with children.
- Any other significant event which is likely to affect the welfare of any child on the premises.

Administrative events

21.2 Ensuring that CIW is informed of the following immediately in line with the regulations (Regulation 31, Schedule 4):

In the case of child minding:

- The full name, date of birth, and former names or aliases and home address of a change in any person looking after children on the relevant premises or any person living or employed on those premises.
- Any change in the type of care provided by a registered person or in the hours during which care is provided.

In the case of day care:

- The full name, date of birth, and former names or aliases and home address of a change in any person in charge, anyone looking after children on the relevant premises, anyone living on those premises, or anyone else working on the premises in the same part, or at the same time, as the children are looked after.
- Where the day care is provided by a committee or corporate or unincorporated body, the full name, date of birth, and former names or aliases and home address of a change in the chair, secretary, treasurer, or other person holding a comparable position in the organisation.
- Any change in the name or home address of the registered person or any of the persons described above.
- Any change in the name or address of the registered or principal office, where the registered person is an organisation.
- Any change in the facilities to be used on the relevant premises, including changes in the number of rooms, their functions, the numbers of lavatories and washbasins, any separate facilities for adult workers and access to the premises for cars.

Standard 22: Environment

Outcome:

Children are cared for in an environment that is safe, secure and suitable for their purpose.

The registered person is responsible for ensuring that:

- 22.1 The setting is welcoming and friendly to children and parents and provides a rich environment for play.
- 22.2 The physical environment is safe, secure, and suitable for its purpose. The provision provides adequate space in an appropriate location, is welcoming to children and offers access to the necessary facilities for a range of activities that promote their development.
- 22.3 Any indoor premises that are part of the provision are clean, well-lit with adequate natural lighting, adequately ventilated and maintained in a suitable state of repair and decoration.
- 22.4 There is access to a telephone.
- 22.5 Rooms are maintained at a temperature of at least 18 degrees Centigrade (65 degrees Fahrenheit).
- 22.6 Play areas are large enough to give scope for free movement and well spread out activities.
- 22.7 Children do not have access to the kitchen area unless it is being used solely for a supervised children's activity.
- 22.8 The kitchen conforms to environmental health and food safety regulations.
- 22.9 Normally, outdoor play space adjoining the premises is provided. It is safe, secure, well maintained and exclusively for the use of the children when the provision is operating. Exceptionally, where outdoor play space cannot be provided, children are safely escorted to local parks, playgrounds or the equivalent on a regular basis.
- 22.10 Arrangements are made, where necessary, to ensure that an adequate supply of clean bedding, towels, spare clothes and any other linen is always available.

Standard 22: Environment (Child Minder)

22.1(CM) The indoor playing space provides at least the following minimum space per child:

- under 2 years – 3.5 sq metres.
- 2 to 7 years – 2.5 sq metres.
- 8 to 12 years – 2.3 sq metres.

22.2(CM) In calculating the space requirement for all age groups, a number of rooms in the premises can (excluding toilets) be designated for use.

Standard 22: Environment (Day Care)

22.1(DC) The premises where day care is provided are for the sole use of the facility during the hours of operation.

22.2(DC) The indoor playing space in day care (including open access play provision) provides at least the following minimum space per child:

- under 2 years - 3.7 sq. metres.
- 2 years - 2.8 sq. metres.
- 3 to 12 years - 2.3 sq. metres.

22.3(DC) In calculating the space requirement for all age groups a number of rooms in the premises can be designated for use. The calculation must however exclude toilets, storage areas, thoroughfares, dedicated staff areas, cloakrooms, utility rooms, and kitchens.

22.4(DC) Within the operational plan, it is clear how the indoor play space will be divided up and used to provide activities for groups of children and how staff will be deployed within it. The expectation is that these arrangements may need to be flexible and will vary according to the activity and needs of the group of children being cared for.

22.5(DC) If day care is provided for babies and toddlers on non-domestic premises:

- there is a separate base room for children under 2 years of age. They should, however, be able to have contact with older children and details of how this will be achieved should be included in the operational plan and agreed with CIW.

- nappy changing facilities are provided which meet environmental health standards; and quiet areas are provided to facilitate individual sleep patterns.

22.6(DC) Where care is provided in indoor settings there is a minimum of one toilet suitable for use by the children being cared for, and one wash hand basin with hot and cold water available for every 10 children over the age of 2 years. Paper towels or separate towels are provided for each child. The toilets must afford children privacy and be appropriate for the age of the child.

22.7(DC) In day care settings, there must be separate toilet facilities for adults. Staff should have a room or area available for breaks, away from areas being used by children.

22.8(DC) In day care settings with built premises, there is a kitchen which is adequately equipped to provide meals and snacks for children and staff on the premises. If this is not available, the registered person will show how adequate arrangements will be made to provide food and drinks for children and staff.

22.9(DC) A separate space or a partitioned area is available for children who want to relax, play quietly or sleep. It is equipped with appropriate furniture. This area may be converted from normal play space, but must allow children to rest safely without disturbance.

22.10(DC) There is adequate storage space for equipment.

22.11(DC) There is an area where confidential information and necessary records can be stored securely and where staff may talk to parents confidentially.

Standard 23: Equipment

Outcome:

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

The registered person is responsible for ensuring that:

- 23.1 Furniture, equipment and toys are provided which are appropriate for their purpose and help to create an accessible and stimulating environment. They are of suitable design and condition, well maintained and conform to BS EN safety standards or relevant Toys (Safety) Regulations where applicable.
- 23.2 Sufficient suitable toys and play materials are available to provide stimulating activities and play opportunities for the children in all areas of play, learning and development. These are appropriate for the ages and individual developmental needs of the children attending and promote their cultural awareness and equal opportunities.
- 23.3 Where public unsupervised playgrounds are used, the children do not use faulty equipment.
- 23.4 Where indoor space is provided, there are sufficient numbers of child-sized chairs and tables to allow flexible arrangements for groups of children to play and eat together.
- 23.5 There is adequate equipment for outdoor and sporting activities where applicable.
- 23.6 During water sports, adequate lifesaving equipment and buoyancy aids are provided.
- 23.7 If caring for babies and other children under 2:
 - activities, toys and equipment are appropriate for the child's age and provide varied sensory opportunities and experiences both indoors and outdoors.
 - some domestic style furniture is provided to assist children in developing mobility and to continue normal life experiences.
 - cots or other appropriate furniture are provided for children to rest or sleep.

Standard 24: Safety

Outcome:

Children are cared for and have their needs met in a safe environment.

The registered person is responsible for ensuring that:

Promoting Safety and Managing Risks

- 24.1 Safety is promoted within the setting and on outings, and proper precautions are taken to prevent accidents.
- 24.2 Hazards to children on the premises, both inside and outside, are kept to a minimum. Health and safety regulations are complied with and staff are trained to understand health and safety requirements for the environment in which they work.
- 24.3 A risk assessment of the premises is completed at least annually and is reviewed when there are any changes to the premises or the needs of the children. An action plan with timescales identifies action to be taken to minimise identified risks.
- 24.4 Risk management of individual activities and play opportunities balances risk of harm against the benefits for the child, for example, in extending their knowledge of the world, developing skills and physical or emotional well-being.
- 24.5 Children are supervised at all times, and extra care is taken during activities which may carry some level of danger.
- 24.6 Children can play safely outside through a combination of supervision and protection from hazards.
- 24.7 There is a system for managing access to the premises and a record of visitors kept.
- 24.8 When in high or low chairs children are secured in safety harnesses as appropriate.
- 24.9 Sleeping babies are frequently checked by a member of staff. All persons providing care are made aware of guidance on sleeping babies.
- 24.10 The premises, including any outside play areas, are secure and children under the age of 8 are not able to leave unsupervised. Children aged 8 and over are only able to leave under arrangements which have been pre

agreed with the parents. *This does not apply to open access play provision.*

- 24.11 Ponds, drains, pools or any natural water, are made safe or inaccessible to children.
- 24.12 There are no poisonous or hazardous plants indoors where childcare is delivered. Poisonous or hazardous outdoor plants should be inaccessible to children.
- 24.13 Any door fitted with glass has safety glass or is covered with protective plastic film.
- 24.14 Adequate public liability insurance for the provision is in place.
- 24.15 Potentially hazardous equipment and substances are securely anchored and/or stored out of reach of children.

Fire Risk

- 24.16 Where required by relevant legislation, gas, electrical, oil or solid fuel burning appliances and fittings, including central heating systems and fires are regularly checked by an approved technician. Such appliances must conform to safety requirements, are to be appropriately guarded and must not cause a hazard to children. Appropriate certification must be kept and be available for inspection by CIW.
- 24.17 Adequate precautions are taken against the risk of fire, and any recommendations made by the Fire and Rescue Service are complied with.
- 24.18 There are clearly defined procedures, known to all staff, for emergency evacuation of any premises. Fire drills are carried out at least every 6 months, recognising that children benefit from more frequent practice. Records are kept, are kept in a fire logbook for inspection by the Fire and Rescue Service, and safety certificates are obtained as required.
- 24.19 There are suitable means of escape for staff and children from all floors.
- 24.20 Fire doors are neither obstructed nor propped open; and fire exits are clearly identified and easily opened from the inside.
- 24.21 Smoke or heat alarms which conform to BS 5839 are provided as necessary. This includes at least one working smoke or heat detector on each floor, in the main circulation area (i.e. hallway or landing). A carbon monoxide detector is also installed in every room containing an appliance

burning gas, oil or solid fuel. These are checked to the frequency specified by the manufacturer and kept in working order.

Transportation

- 24.22 There is a procedure for safe conduct of any outings. Records are kept about vehicles in which children are transported, including insurance details and a list of named drivers.
- 24.23 Drivers using their own transport have valid driving and vehicle licences, the appropriate insurance cover and where required a current MOT certificate.
- 24.24 Car seats appropriate to the age, weight or height of the child should be used when transporting children.

Standard 24: Safety (Child Minder)

- 24.1(CM) They comply with the [Welsh Government's Fire safety: guidance for child minding premises](#) which provides guidance to assist child minders in keeping themselves, and the children in their care safe from fire.

Standard 24: Safety (Day Care)

- 24.1(DC) For non-domestic premises all providers comply with the Regulatory Reform (Fire Safety) Order 2005 and accompanying Statutory [guidance](#).

Standard 24: Safety (Open Access Play)

- 24.1(P) In open access play provision operating in public parks or other public areas, children are not at risk from members of the public and are protected from unwanted attention;
- 24.2(P) In open access play provision good practice should be followed in terms of safety and child protection when children are leaving the provision.

Standard 25: Overnight Care

Outcome:

Children receiving overnight care have their needs met.

The registered person is responsible for ensuring that:

Contract

- 25.1 No child is received into the provision without emergency contact numbers being provided. If the parents are unavailable, another named person is available to collect the child if necessary.
- 25.2 A contract, signed by the parent, stating all relevant details about the child and care for the child, including the name of the emergency contact and confirmation of their agreement to collect the child during the night if necessary, is obtained.

Working with parents

- 25.3 Parents are consulted about and shown all the arrangements that are in place or will be made, for their child to be looked after overnight.
- 25.4 Providers request information from parents on the child's sleeping habits and any problems which may arise during the night, e.g. bedwetting, nightmares etc. and seek to ensure a consistent and sensitive approach.

Staffing ratios

- 25.5 The relevant adult:child ratios are maintained overnight (see NMS 15). In non-domestic settings, a minimum of two members of childcare staff, one of whom must be awake, are on the premises at all times during the night.

Premises

- 25.6 The children sleep in a separate area or room, which is adequately heated.
- 25.7 Each child staying overnight has a suitable bed or cot and clean bedding.
- 25.8 Children have access to adequate toilet and washing facilities. The privacy of older children is respected during bath time and when undressing.

Safety

- 25.9 The sleeping areas do not have any health or safety hazards.
- 25.10 Sleeping areas to be used by children have a smoke alarm installed in the room and a safe escape route from the premises in case of fire (normally, a door opening on to a landing or hallway that leads directly to an external door).
- 25.11 Appropriate security systems are in place in order to protect the premises from unauthorised entry. No one over the age of 16 may stay on the premises overnight unless a satisfactory enhanced criminal record certificate (DBS enhanced disclosure) has been issued in respect of that person.

Health

- 25.12 There is a good general level of hygiene, decoration and cleanliness in all sleeping areas.

Food and drink

- 25.13 Suitable meals/feeds/drinks are provided. Requirements are discussed with parents in advance.

Annex A - NMS Proposed Guidance for Child minder Assistants

These additional criteria must be met by child minders who work with an assistant.

Definition of Assistant

A child minder assistant can be an employee or a volunteer in a paid or unpaid role who works with children under a registered child minder.

Provision of information

Child minders must notify CIW about their intention to work with an assistant to look after children. The notification must be made through the child minder's CIW online account and in advance of the assistant starting to work at the service.

Statement of Purpose (SoP)

Parents need to be informed of the arrangements for working with an assistant. There must be a section in the Statement of Purpose about this, to include:

- Clarification that the assistant is not registered with CIW and the child minder is responsible for ensuring suitability for the role. Details about the assistant including confirmation that the suitability checks, in accordance with both regulation 28 of the Child Minding and Day Care (Wales) Regulations 2010 and the NMS, have been undertaken before the assistant commences work.
- Details about qualifications and experience of the assistant.
- Description of roles and responsibilities of the assistant.
- Details of the length of time and types of activities/outings where children will be left alone with an assistant. If an assistant is not left alone with children this should also be specified in the SoP.
- Confirmation on the numbers and ages of children that an assistant will be caring for if left alone.
- How the assistant will be supervised and monitored.

Assistant suitability

The child minder is responsible for ensuring any assistant employed by them or who volunteers to work alongside them is suitable in accordance with both regulation 28 of the Child minding and Day Care (Wales) Regulation 2010 and the NMS to look

after children up to the age of 12 and has appropriate skills, experience and qualifications to meet the needs of the children.

The assistant must have successfully completed an appropriate course recognised in the [Social Care Wales' Qualification Framework](#) to work within early years and childcare in Wales.

The assistant must have undertaken training in first aid and hold a first aid qualification appropriate for the age of the child(ren) being cared for. The first aid qualification should be up to date and renewed every 3 years.

The assistant must have completed child protection/safeguarding training and must be able to put the child protection safeguarding policy into practice and implement the procedures. This includes awareness of safeguarding and child protection issues, including physical abuse, neglect, emotional abuse and sexual abuse.

The assistant must be aware of their responsibility to report concerns according to the Wales Safeguarding Procedures without delay.

Recruitment

The assistant must undergo a vetting procedure which complies with the Child Minding and Day Care (Wales) Regulations 2010 and includes a Disclosure Barring Service (DBS) enhanced disclosure check.

The child minder must set up a file for the assistant to evidence the required suitability checks have been undertaken, to comply with The Child Minding and Day Care (Wales) Regulations 2010 (Schedule 2 Part 1 – Information about other persons: staff). The file and all suitability checks must be completed before the assistant commences caring for minded children.

For further information Social Care Wales guidance [A guide to recruiting well for early years and childcare](#)

Induction

The child minder must provide induction for the assistant to ensure they know how the service runs and they understand and can implement the policies and procedures. The induction process must also include information on what the assistant's responsibilities will be, and any other expectations in relation to their work. A record of this induction should be kept in the assistant's staff file.

For further information see Social Care Wales guidance [Induction framework for early years and child care](#)

Supervision

The child minder as the registered person is accountable for the work of any assistant and remains responsible for the safety, welfare and development of children in their care. The child minder must deploy the assistant effectively and oversee their work, monitoring performance to remain satisfied that the assistant is competent in all areas of work undertaken. The child minder must undertake regular one-to-one supervision with the assistant which encourages them to think about the quality of their practice. A record of any one-to one supervision should be kept in the staff file.

The child minder must understand their legal duties in relation to referring an assistant to the DBS where the relevant conditions are met. For further information see [Regulated Activity with Children in Wales](#)

Child minders, and any assistant who might be in sole charge of the children for any period of time, must hold a current Full Paediatric First Aid certificate before commencing child minding. If the assistant is not left in charge of children they should have an Emergency Paediatric First Aid (EPFA) certificate

For further information Social Care Wales [Effective supervision in social care, early years and childcare](#)

Appraisal

The child minder must undertake a regular review (minimum annually) to formally analyse the assistant's performance. A record of this appraisal should be kept in the assistant's staff file.

For further information see link to Social Care Wales [Effective supervision in social care, early years and childcare](#)

Records

Records of attendance should accurately show days and times the assistant works. Records should also show days and times the assistant is working alone and the names of the children they are responsible for at these times.

The child minder must keep a staff file for each assistant

Staffing ratios

The maximum number of children for whom a child minder working alone may care is as follows;

- Ten children up to 12 years of age

- Of those ten children, no more than six may be under 8 years of age
- Of those six, no more than three may be under 5 years of age
- Of those three children, normally no more than two may be under 18 months of age, although exceptions can be made for siblings.

When working with an assistant the same adult:child ratios apply to the assistant, as the child minder, for any additional children. However, the available play space may affect these numbers.

If an assistant is not working then the child minder must revert to the ratios for working alone.

Working in partnership with parents

The contract between the child minder and the parents should include details about when their children will be left alone with an assistant and parents should sign their agreement to this.

If the child minder starts to work with an assistant after the contract is in place then the contract must be amended to include details about when their children will be left alone with an assistant and parents sign to confirm their agreement.

Policies and Procedures

Policies and procedures must be amended where relevant to reflect working with an assistant and when children will be left alone with the assistant. Parents should sign agreement to any policies and procedures where it reflects a child minder assistant's role in working with children.

Premises

Working with an assistant should not impact on the space and facilities available to children at the premises.

Safety

The assistant must be aware of the emergency evacuation procedure for the premises and what their role is in the event of an emergency.

If the assistant is using their own transport for minded children they must have valid driving and vehicle licences, appropriate insurance cover and where required a current MOT certificate.

Insurance

The child minder must hold Employers Liability Insurance if employing an assistant(s), and provide any required detail to their insurer around the roles and responsibilities including the time any child(ren) are left alone with the assistant to ensure there is valid insurance in place.

Registration certificate

Working with an assistant may affect a child minder's conditions of registration:

- If the maximum number of children does not exceed 10 under the age of 12 when working with an assistant, then CIW do not add a condition about working with an assistant to the certificate.
- If the maximum number of children exceeds 10 when working with an assistant then CIW will add a condition on the registration certificate to reflect this. Child minders must apply for a variation through their CIW online account if they propose to increase the maximum number of children being cared for to more than 10 when working with an assistant.

Links

PACEY Cymru (Professional Association for Childcare and Early Years) - [Home-based childcare training in Wales](#) .

Contact PACEY Cymru by email: paceycymru@pacey.org.uk or telephone 02920351407 for further information and support on working with a child minding assistant in Wales

Social Care Wales resources

[Qualification framework](#)

[A guide to recruiting well for early years and childcare](#)

[Induction framework for early years and child care](#)

[Effective supervision in social care, early years and childcare](#)

DBS legal responsibilities- additional guidance

[Regulated Activity with Children in Wales](#)

Annex B - NMS Proposed Supplementary First Aid Guidance for Paediatric First Aid (PFA) Training

This guidance forms an important part of the National Minimum Standards (NMS) for Regulated Childcare for Children up to 12 years of age. It provides supplementary guidance and advice to enable registered persons and their staff to meet the requirements of first aid that are set out within relevant legislation and the NMS.

The NMS sets the minimum requirements for Paediatric First Aid (PFA) within registered childcare and play settings. Childcare providers are responsible for identifying and selecting a competent training provider to deliver their PFA training. For PFA, we do not specify exactly which course or awarding body you take your course with as this will vary across Wales. However, advice is provided to help guide you in choosing a course and you will need to ensure it meets the requirements of these NMS, the needs of your setting and those that use it.

Training is available from a wide range of providers including those who offer qualifications regulated by Qualifications Wales or the Voluntary Aid Societies (St John Ambulance Cymru, the British Red Cross and St Andrew's First Aid who together are acknowledged by the Health and Safety Executive (HSE) as one of the standard-setters for currently accepted first aid practice for first aid at work training courses) Your local authority family information service can provide further information on local arrangements for the delivery of relevant courses in your area.

We know that many childcare and play settings are keen to have as many staff as possible trained in First Aid. Encouraging more staff to complete the full Paediatric First Aid course would provide an increased level of reassurance for parents/carers using the service and helps ensure that there is always suitably qualified staff available to cover if there are unplanned staff absences. Increasing the number of staff trained in Paediatric First Aid will also raise confidence around safety awareness and could reduce the likelihood of accidents involving children.

We also encourage settings to take into account the number of children, staff and layout of premises to ensure that a paediatric first aider is able to respond to emergencies quickly.

Providers should prominently display (or make available to parents) staff Full Paediatric First Aid/Emergency Paediatric First Aid certificates or a list of staff who have a current Paediatric First Aid/ Emergency Paediatric First Aid certificates.

Providers should consider whether paediatric first aiders need to undertake annual refresher training, during any three year certification period to help maintain basic skills and keep up to date with any changes to PFA procedures.

The **criteria of Emergency and Full PFA courses** is:⁷

1. Training is designed for workers caring for children in the absence of their Parents/carers and is appropriate to the age of the children being cared for.
2. Adequate resuscitation and other equipment including baby and junior models must be provided, so that all trainees are able to practice and demonstrate techniques.
3. Following training an assessment of competence leads to the award of a certificate.
4. The certificate must be renewed every three years.

The **Emergency PFA** course should be undertaken face-to-face* and last for a minimum of 6 hours (excluding breaks) and cover the following areas:

- Be able to assess an emergency situation and prioritise what action to take
- Help a baby or child who is unresponsive and breathing normally
- Help a baby or child who is unresponsive and not breathing normally
- Help a baby or child who is having a seizure
- Help a baby or child who is choking
- Help a baby or child who is bleeding
- Help a baby or child who is suffering from shock caused by severe blood loss (Hypovolemic shock)

**Face to face means trainers are physically present with their trainees, where possible. This excludes the use of online platforms.*

The **full PFA course** should last for a minimum of 12 hours (excluding breaks) and cover the elements listed below in addition to the areas set out in paragraph 5 (the emergency PFA training elements outlined in paragraph 5 should be delivered face to face).

- Help a baby or child who is suffering from anaphylactic shock
- Help a baby or child who has had an electric shock

⁷ *The criteria above was produced to reflect the relevant parts of the Health and Safety Executive's (HSE) First Aid at Work (FAW) content and was based on the guidance HSE used to provide to training providers when they regulated FAW training providers directly.*

- Help a baby or child who has burns or scalds
- Help a baby or child who has a suspected fracture
- Help a baby or child with head, neck or back injuries
- Help a baby or child who is suspected of being poisoned
- Help a baby or child with a foreign body in eyes, ears or nose
- Help a baby or child with an eye injury
- Help a baby or child with a bite or sting
- Help a baby or child who is suffering from the effects of extreme heat or cold
- Help a baby or child having: a diabetic emergency; an asthma attack; an allergic reaction; meningitis; and/or febrile convulsions
- Understand the role and responsibilities of the paediatric first aider (including appropriate contents of a first aid box and the need for recording accidents and incidents)

Annex C - NMS Safeguarding Guidance: Roles and Responsibilities

This Guidance provides details about safeguarding training appropriate to different roles within the childcare and playwork sector.

Group A (Level 1) Safeguarding Awareness

Group A (Level 1) Safeguarding Awareness courses provides the knowledge and skills needed to safeguard children. It describes the common types of abuse, how to recognise them, and how to respond to concerns. It also explains how to correctly report concerns.

This mandatory training should form part of an employees' induction for all staff.

Required Roles

Employees who may or may not directly work with children but may work in a building where a childcare provision is based; or members of a Board / Committee who support a childcare provision.

Examples include (not exhaustive):

- Caretaker/ Cleaner/ Cook
- Non-working Committee members
- Secretary/ Administrator/ Receptionist
- Volunteers (dependent upon level of supervision. If left alone, Group B training would be more appropriate.)
- Seasonal open access playworkers*

Course type and considerations:

- Online course
- Duration: Up to 2-3 hours
- Recommended: to renew every 3 years

*Recommended that Social Care Wales Safeguarding E-Learning module is accessed (1hr) (signed off by Wales Safeguarding Procedures Project Board.)

Group B (Level 2) Safeguarding Intermediate Course

Intermediate Safeguarding Children courses help to increase existing safeguarding knowledge and teach more about what is involved in the safeguarding process. The course shows how to identify abuse and report concerns as well as learn more about the safeguarding structure, recognising risks and what happens after a referral to social care has been made.

Required Roles:

For employees who work directly with children.

Examples include (not exhaustive):

- Child minding Assistant
- Trainee Nursery Assistants
- Nursery Assistants
- Nursery Room Leaders
- Assistant Managers
- Playworker
- Transport Driver
- Volunteers (dependent upon level of supervision)

Course type and considerations:

Face to face course, where possible.

Duration: 4-6 hours/1 day/2 x evenings

Recommended: to renew every 2 years

Group C (Level 3) Advanced Safeguarding Course

Advanced Safeguarding courses teach more about what the role involves and helps to understand the safeguarding process in more detail. The course uses a variety of written activities and interactive exercises to help review and develop the safeguarding procedures within the setting and ensure that all staff members understand their responsibilities towards safeguarding children. Includes topics relating to allegations of abuse against a staff member and how to deal with these, understanding key legislation and guidance which underpins settings policy for children's safety and welfare, roles to play in the multi-agency child protection process including case conferences and providing written reports.

Required Roles:

Those in contact with children and have **ultimate safeguarding responsibility for the provision.**

Examples include (not exhaustive):

On site

- Setting leader
- Manager
- Person in Charge
- Child minder

Potentially off-site

- Designated Safeguarding Person**
- Responsible Individual
- Registered Person

Course type and considerations:

Face to face course where possible.

Durations: 2 days

Recommended: to renew every 2 years

- These practitioners* are the first point of contact for staff members, families and other people who have access to settings, so it's essential that knowledge of child protection procedures is in-depth and up-to-date.

** The term 'practitioners' is used throughout the Wales Safeguarding Procedures and included in the Glossary: 'this has been used as a blanket term to describe anyone who is in paid employment as well as unpaid volunteers'.*

*** This term is used throughout the Wales Safeguarding Procedures and is included in the Glossary: 'Is the identified person within the organisation who is available to discuss safeguarding concerns. They should be consulted as to whether to raise a safeguarding concern with the local authority, will manage any immediate actions required to ensure the individual at risk is safe from abuse. All practitioners should know who to contact in their agency for advice and they should not hesitate to discuss their concerns no matter how insignificant they may appear.'*

Potential providers (speak to your Family Information Service or Regional Safeguarding Board for more information)

- Regional Safeguarding Boards
- Social Care Wales
- Local Authority
- Third sector organisations

Please ensure that the safeguarding course for which you enrol reflects practices and procedures in Wales, not in England – i.e. that they reflect the Wales Safeguarding Procedures

SCW provide the Group A e-learning modules which can be accessed from Learning@Wales.

If you can't login using your work address, or prefer to use your personal email address, contact elarning@wales.nhs.uk. They will then set up an account for your email address. If you have any difficulties, you can also call them or contact them via live chat.

Annex D - NMS Standards and related Regulations

This table sets out the regulations in the [Child Minding and Day Care \(Wales\) Regulations 2010 \(as amended\)](#) to which these standards relate

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| <p>Standard 2: The Contract</p> | <p>Regulation 15 – Statement of purpose Regulation 20 – Safeguarding and promotion of welfare Regulation 21 – Food provided for children Regulation 22 – Arrangements for the protection of children Regulation 23 – Behaviour management, discipline and restraint Regulation 24 – Health needs of children Regulation 26 – Use and storage of medicines Regulation 29 – Employment of staff Regulation 30 – Keeping of records Regulation 31 – Provision of information Regulation 32 – Complaints</p> |
| <p>Standard 5: Records</p> | <p>Regulation 16 – Review of quality of care Regulation 20 – Safeguarding and promotion of welfare Regulation 27 – Staffing</p> |
| <p>Standard 8: Nurture and well-being</p> | <p>Regulation 20 – Safeguarding and promotion of welfare Regulation 21 – Food provided for children Regulation 23 – Behaviour management, discipline and restraint Regulation 24 – Health needs of children Regulation 25 – Hazards and safety Regulation 26 - Use and storage of medicines Regulation 27 - Staffing Regulation 29 - Employment of staff Regulation 30 - Keeping of records Regulation 31 – Provision of information</p> |
| <p>Standard 13(DC): Suitable person</p> | <p>Regulation 6 – Registered person: suitability Regulation 9 – Registered person: general requirements Regulation 15 – Statement of purpose</p> |

| | |
|---|---|
| | <p>Regulation 16 – Review of quality of care</p> <p>Regulation 17 – Assessment of service</p> <p>Regulation 18 – Compliance notification</p> <p>Regulation 20 - Safeguarding and promotion of welfare</p> <p>Regulation 27 – Staffing</p> <p>Regulation 28 – Suitability of workers</p> <p>Regulation 32 – Complaints</p> <p>Regulation 33 – Handling complaints</p> |
| Standard 19: Complaints | <p>Regulation 10 – Notification of offences</p> <p>Regulation 11 – Death of registered person</p> <p>Regulation 15 – Statement of purpose</p> <p>Regulation 22 – Arrangements for the protection of children</p> <p>Regulation 23 – Behaviour management, discipline and restraint</p> <p>Regulation 31 – Provision of information</p> <p>Regulation 32 – Complaints</p> <p>Regulation 33 - Handling complaints</p> <p>Regulation 34 - Local resolution</p> <p>Regulation 35 – Formal Consideration</p> <p>Regulation 36 – Complaints subject to concurrent consideration</p> |
| Standard 21: Notifications of significant events | <p>Regulation 20 – Safeguarding and promotion of welfare</p> <p>Regulation 25 - Hazards and safety</p> <p>Regulation 37 – Fitness of premises</p> |