

REGISTERED CHILDCARE CHOICES (QUESTIONS)

Choosing the best daycare for your family's needs is a difficult decision. This fact sheet aims to highlight some issues and give you some ideas about questions you may wish to ask a registered provider.

Legal Requirements

Are you registered with the CSSIW? May I see your certificate?

Do you have public liability insurance? May I see the certificate?

What was the date of your last annual inspection by CSSIW?

Behaviour management

How will my child be disciplined?

Health and Safety

What procedures are there for medical treatment and first aid?

Who holds a current first aid certificate?

Do you have a medication policy if my child has to have medication?

Costs

What is the cost to attend each session? When do I have to pay?

Will I have to pay a retention fee if my child is sick, or goes on holiday? Will it be the full amount usually charged, or just a proportion?

Availability

What hours are you open?

Are you open term-time, holidays or all year?

Activities

What types of activities are carried out?

Are parents encouraged to help with any activities or trips?

Is there a supervised, safe outdoor play area?

Is there a quiet area for children to relax / sleep?

Do you have appropriate equipment and materials for children of all ages?

Equality

How are children with special needs catered for?

Are boys and girls encouraged to use all the equipment? What languages are spoken?

Food

Is food provided? Is it nutritious and varied?

Does the food take into account different cultural backgrounds?

Staffing

What are the child / staff ratios?

What qualifications do the staff have?

What training have the staff undertaken recently?

Is there a key worker for my child?

How long have you been open?

Policies

Is there a settling in period? Are parents encouraged to spend time to settle the child in?

Is there a policy for sharing information with parents?

After visiting the provision, here are some ideas for questions to ask yourself.

Health and Safety

What evidence was there of security on the premises?

Were the number of children present within the limits of the registration certificate?

Atmosphere

Were you and your child made welcome?

Did the other children look happy, interested, and lively?

Were there opportunities for your child to have individual attention?

Activities

Were the activities plentiful, varied and imaginative? Did they take place outside as well as indoors? What type of indoor/ outdoor equipment did they have?

Premises

Were the premises clean, well ventilated, warm and safe?

Was the food healthy and varied?

How were children with special needs catered for?

How was the children's behaviour managed?

Was there parking for parents?

Staff

Were the staff friendly and approachable?

What were the adults doing?

How did the adults talk to /listen to /interact with the children?

Were the children respected and understood by the adults, or ignored?

Compliments and Complaints

The registration, monitoring and inspection of childcare and early years provision is the responsibility of the Care and Social Services Inspectorate Wales (CSSIW).

The CIS aims to give accurate up to date information about the provision but has no responsibility for the quality of the care provided.

If a compliment or complaint is received by the F I S regarding provision, the F I S will implement it's Compliments and Complaints policy. A full copy is available on request.