



## Quality Assurance

Version History

Date	Comments
13/09/2016	Reviewed
17/10/2016	Rebrand
22/05/2018	Reviewed. Reference removed to CSSIW

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

As a childminder I will ensure that I have effective quality assurance and quality monitoring systems in place. This includes seeking the views of the children and parents and any other service users that I am employed to look after relevant children. This will enable me to measure my service and look at the quality I deliver.

By monitoring and reviewing my service this will ensure that I am meeting the needs of the children.

There are other key areas that I will also need to review which include the following:

- Training attended
- Training requirements
- Complaints log
- Accident/medication & incident book
- Risk assessments
- Child record forms
- Contracts
- Statement of purpose
- CIW recommendations
- PACEY support & recommendations
- Resources & premises
- Equipment
- Policies & procedures

As a childminder I have a legal duty to monitor and deal with any complaints received in line with my complaint policy. Any staff employed will also be made aware of the procedures.

I have a legal duty to monitor my service under regulation 16 of the Childminding and Day Care (Wales) Regulations 2010. I will renew my service on an annual basis and provide a quality of care report on receipt of parent questionnaires & feedback from children within 28 days. This will be made available to parents and relevant children, CIW and the local authority if providing care for relevant

children and Welsh Ministers. My report will also take into account the advice and recommendations of CIW and any professional bodies to which they may be affiliated.