Checklist Title: **Well-managed Service – Standard 14**

**Setting: Manager:**

**Date:**

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| --- | --- | --- | --- |
| Evaluation  | Scoring1-5 | Action Points | Date for completion |
| The manager makes sure that management responsibility and accountability are well defined and communicated. |  |  |  |
| The records, plans and policies are properly made and kept in accordance with national and local guidance. These should include:* details of the aims and objectives of the service
* admission criteria and process
* charges
* complaints procedure
* accident and incident reports
* injury insurance
* contact details
* confidentiality
* emergency procedures
* child protection policy
* whistle-blowing.
 |  |  |  |
| You know who the person in charge is and how to contact them |  |  |  |
| The manager demonstrates effectiveleadership qualities and communication skills and fosters effective working relationships between staff, with parents and carers and with children |  |  |  |