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

**Setting: Manager:**

**Date:**

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| --- | --- | --- | --- |
| Evaluation | Scoring  1-5 | 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 effective  leadership qualities and communication skills and fosters effective working relationships between staff, with parents and carers and with children |  |  |  |