Checklist Title: **A Caring Environment – Standard 7**

**Setting: Manager:**

**Date:**

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| Evaluation  | Scoring1-5 | Action Points | Date for completion |
| Parents, carers and children receive information about the aims and values of the service in a language and format they can easily understand |  |  |  |
| The service has a clear code of behaviour, which is consistently applied by staff and understood by staff, parents and carers and children  |  |  |  |
| Children are encouraged to take responsibility for their own behaviour and to show care and consideration for others |  |  |  |
| You experience a service where mutual trust, respect, confidence and a caring ethos are evident. |  |  |  |
| Children are consulted about the service provided and their views and ideas are valued. They are generally happy and confident. |  |  |  |
| Staff establish positive working relationships with each other and with parents and carers and children. |  |  |  |
| Staff work in partnership with parents and carers to promote positive behaviour and deal with difficult behaviour. |  |  |  |
| Staff challenge and respond to bullying and discrimination. This is done in a caring and sensitive manner without threatening or using physical punishment or emotional or verbal abuse |  |  |  |
| Parents and carers are encouraged to take part in the service, with staff establishing an effective partnership and keeping in regular communication |  |  |  |
| Staff value and take account of parents’ and carers’ knowledge and views of their child’s development needs, interests and personality. |  |  |  |
| If an enquiry or complaint is made, staff deal with it efficiently and effectively and provide full information about what will happen as a result of the complaint. Parents and carers are not penalised in any way by the service if they have made a complaint. They can talk to staff in private. |  |  |  |