

**QUALITY OF CARE REVIEW**

**Self-evaluation template for providers of childcare and play services**

[Mae’r ffurflen gais hon hefyd ar gael yn Gymraeg](https://arolygiaethgofal.cymru/cofrestrwch-i-ddarparu-gwasanaeth?_ga=2.220979096.161756350.1540294991-1273962600.1539955450) / This template is also available in Welsh

**Your self-evaluation**

Self-evaluation is important in helping you to consider how best to create, maintain and improve your service so that it:

* Meets the highest standards of safe, quality childcare and play;
* Offers the best experience for children; and
* Contributes to children’s well-being outcomes.

Your service’s Quality of Care Review also fulfils your legal duty under regulation 16 of the Child Minding and Day Care (Wales) Regulations 2010.

**When to use this template**

You can use this template annually to record your Quality of Care Review. The template can be downloaded and saved to your personal computer and/or other portable devices such as tablets.

Your Quality of Care Review should be made available at inspection or when requested by your inspector.

This Review of Quality of Care (QoC) template is available to assist you when formatting your QoC report. If you use an alternative format, it must be compliant with the Child Minding and Day Care (Wales) Regulations 2010.

You do not need to send us a copy of your review unless specifically required to do so by your inspector. For those services due to receive a joint inspection by CIW and Estyn, you may use the template and cover all themes in the joint inspection framework, or use an alternative method.

**About the self-evaluation template**

The template is in two parts:

**Part A** tells us what those who use the service think of the quality of the provision you offer.

**Part B** gives you an opportunity to evaluate your provision and judge how well you view your service is doing.

Questions you will wish to consider in your evaluation:

* What do you do well?
* How do you know?
* What is the benefit to children?
* What is it you want to improve?
* How will you measure improvements?

**Part A: Service details and views of those who use the service**

This part of your self-evaluation must record:

* The views of the children who attend your service and those of their parents or carers;
* The views of other professionals who may work with you, such as local authority advisers/ development workers for Flying Start or Foundation phase education, Family Information Services health professionals; children’s centre staff and any other childcare provision; and
* Details of any quality assurance scheme you participate in.

Please include examples of the ways in which you seek views, the numbers involved, a summary of the responses, and any action you have taken to improve as a result of those views.

**Methods of collecting views**

|  |
| --- |
| (Maximum 500 words)Once a year the club sends a questionnaire to parents to seek their views of our service. The questionnaire also includes a section for the children to complete with their parents to ensure the child's voice is heard.During the holiday club sessions the children take part in planning for the next club to ensure we are capturing their ideas on the sort of activities, trips or external companies they would like to bring in to experience a new and diverse range of activities such as circus skills, martial arts or entertainers.We would like to invite a representative from FIS to attend the club in support our improvements affort. |

**Numbers of children, parents, carers and professionals providing feedback**

|  |
| --- |
| (Maximum 500 words)As the number of children using the club fluctuates each holidays it can be difficult to ensure responses are gatheredin a timely fashion.All children and parenst are given a written questionnaire and asked to return it via post or to the next holiday session.The number of responses from our last quationnaire was limited to 7. We will address this at our up coming club in February.The club is working alongside Airbus UK to improve our facilities. We have given feedback regarding our own opinions of the premesis, support for the club and the issue of marketing to ensure sustainability.The club will be looking to the FIS to come and support the club in further improvements.  |

**Summary of responses**

|  |
| --- |
| (Maximum 500 words)Parents were overall very happy with the service. There were some comments around the pysical building and heating which have been reported to Airbus UK.Parents also requested that the club could open from 7.30 due to the factory open times.The children reported enjoing the club and especially the trips and outing to the park.Some parents had previously mentioned the afternoon snack being an issue as their child may not like the snack provided.The felt secure and able to share their ideas for the furture of the club and the sort of resources and trips they would like in the future. |

**‘Improvements you will make, or have made, as a result of feedback’**

|  |
| --- |
| (Maximum 500 words) Airbus UK is currently in the process of building a new center which will house the holiday club. We have been meeting with them to discuss the various necesseties from a care, safeguarding and general ragulation perspective.In the mean time we have had works carried on in our current provision such as new heaters available in wonder months, change and improvements to windows andnew cleaning schedule for all areasd accessed by the children.We display the weekly snack menu so that parents can see what we will be providing theor child with, we have also brought in additional food so that we have a second option should a child request something different.We have already amended our opening time to 7.30 am to assist parents in thehir work schedule.The children requested a trip to the Ice-cream Farm which will be taking place in the next holiday club.Our team noticed that some children may not have the healthiest lunch boxes. The theme to out next club is healthy eating and keeping active as a result.  The club will be visited either by FIS or Clybiau Plant Cymru Kids' Clubs.  |

**Part B: The quality and standard of provision**

This part of the template covers service evaluation and self-assessment rating.

**Service evaluation** –this iswhere you set out:

* Your strengths
* Any areas for improvement
* The actions you propose and how you will tackle them
* How they will be monitored and
* How you will measure success.

**Self-assessment rating** – it isimportant to include your own judgement to rate how well you are doing in the areas of:

* Well-being
* Care and development
* Environment
* Leadership and management

Please see the four ratings below that are used by us to inform your assessment of your practice.

**Excellent**: These are services with many strengths that are committed to ongoing improvement, including significant examples of sector leading practice and innovation. These services deliver high quality care and support and are able to demonstrate that they make a strong contribution to improving children’s well-being.

**Good**: These are services with strengths and no important areas requiring significant improvement. They consistently exceed basic requirements, delivering positive outcomes for children and actively promote their well-being.

**Adequate**: These are services where strengths outweigh areas for improvement. They are safe and meet basic requirements but improvements are required to promote well-being and improve outcomes for children.

**Poor**: These are services where important areas for improvements outweigh strengths and there are significant examples of non-compliance that impact negatively on children’s well-being.

**1. Well-being**

This is about the progress different groups of children are making, taking into account their age, development and needs. It is about how your service is contributing to children’s well-being, helping them to have a voice, develop their skills and become independent and confident.

**Service evaluation**

Questions you will wish to consider:

* What do you do well?
* How do you know?
* What is the benefit to children?

|  |
| --- |
| (Maximum 500 words)As a holiday club we accept that we have a limited time in which to make a difference to an individual child's development. With this in mind we aim to ensure our environmnet is created to have a maximum impact in short peiods of time. This includes:-Supporting children with SEN by a qualified and supportive practitioner who can make any necessary changes or improvements to our setting to ensure we are inclusive.-The children take part in questionnaires to ensure their opinions are hreard. They also take part in planning so that we are using their ideas for future clubs.-Children assist in preparing and serving meals and snacks. They prepare their own breakfast and assist in clearing away. When taking part in trip the children discuss keeping themselves safe.-Activities douring the club are planning to promote self confidence: such as sharing ideas, their work or achievements or putting on plays and productions, External providers allow children to pertake in activities thete may never have access to previously such as martial arts, gymnastics or circus skills. This allows children to interact and share their experiences of something new.-The children take pride in what they do sharing the experiences with parents at the end of the day or showing pictures captured as the magic moments take place. -The team observe the chjildren and interact with them to guage their level of understanding. Our skilled practitioners are able to support children who need additional assistance with the activities or challenges during the club and can adjust that support depending on the age and stage of a child's development. This allows the children to feel secure in attempting something new or taking risks as they know a team member will always be there to support them. This can be observed when children are keen to take part or encouraged to have a go with the support of a practitioner.   |

**Your priorities for improvement**

Questions you will wish to consider:

* What is it you want to improve?
* How will you measure improvements?

|  |
| --- |
| (Maximum 500 words)The club needs to better document the ideas shared by the children and even display and discuss which child/ren wanted to see a certain activity, resource or trip in the next holidays. By doin this the children will see that their voice is valued and that the team listen and appreciate their opinions.The club will also be sending all about me sheets to parents before a child joins the club. This will give us an idea of a child's preferences, likes and dislikes beofre they join the club. We can the plan our provision woth this information in mind.By doing this levels of engagement should improve. Practitioners should seek the children's views whilst taking part in activities and document this to support future development, possibly in the format of an evaluation.My assessment is that we are currently GOOD.  |

**Your assessment of well-being**

My practice is (select onebox only):

|  |  |
| --- | --- |
| **Excellent**: my practice is exemplary  | ☐ |
| **Good**: my practice is strong  | ☐ |
| **Adequate**: my practice requires improvement  | ☐ |
| **Poor**: my practice requires significant improvement  | ☐ |

**2. Care and development**

This is about how responsive practitioners are in meeting children’s needs – how they help children feel emotionally secure and ensure children are physically, mentally and emotionally healthy. It is also about ensuring that children are being developed and build relationships with other children, become self-aware, confident and are achieve well-being.

**Service evaluation**

Questions you will wish to consider:

* What do you do well?
* How do you know?
* What is the benefit to children?

|  |
| --- |
| (Maximum 500 words)When considering our impact on care and development our team:- displaying the children's work to allow pride in what they have created-listening to their opinions and shaping our planning or resourcing to reflect their views and feel their voice if valued-seek their views of the club and ensure improvement are put into place-take part in physical activities each day including group games, outings to the oark and bring in extrernal services such as hula instructors, zumba, martial arts and football. -Have a provision which allows children to choose what they want to play with and with whom. By havin access to freely chosen activities children can express their own awareness of what they want to play with and enjoy. This often leads to high levels of engagement in activities.-plan challenges and activities to support team work-take into acount individual needs to ensure everyone can be included-have a culture of acceptance, positives attitues and a behaviour plan which reflects encouraging positive behaviour-have a club charted written by our children so that they understand how we work together to make the club a positive experienceChildren show confidence in sharing their views and opinions. They are ready to engage in activities and their behaviour is very positive. They support a child with SEN and actively encourage him to take part in their play. They invite adults into their play showing positive connections to the team.Our practitioners support children in becoming more independent by allowing the to take risks, prepare meals and snacks, and take part in activities which may be out of a child's comfort zone such as back-woods cooking.By delivering a wealth of experiences children are able to aquire new skills, keep healthy, grow in independence and feel empowered to work wothin a team knowing their views and opinions are valued.  |

**Your priorities for improvement**

Questions you will wish to consider:

* What is it you want to improve?
* How will you measure improvements?

|  |
| --- |
| (Maximum 500 words)Our premesis and resouces can be a barrier to further development. Airbus UK is currently building a new space for the club with an idea for new resources. We will use this opportunity to allow the children to make a wish list of what they would like in their new club. As mentioned previously, observing our children and their interactions with their peers and practitioners shows that they feel secure, an indicator that their needs are being met. I would like to work with my team to create a plan of how we can further evidence this.As a club we like to be very active. On reflection whilst there are many advantages to being physically fit we could improve on our provision for emotional wellbeing such as a quiet cosy area with books and blankets, exposure to meditation and dealing with emotions and access to yoga and light expercise. Essentially embracing a sense of Hygge into the club, something my team have been exploring within my nursery setting. My assessment is that we are currently GOOD.   |

**Your assessment of care and development**

My practice is (select onebox only):

|  |  |
| --- | --- |
| **Excellent**: my practice is exemplary  | ☐ |
| **Good**: my practice is strong  | ☐ |
| **Adequate**: my practice requires improvement  | ☐ |
| **Poor**: my practice requires significant improvement  | ☐ |

**3. Environment**

This section is how you ensure that the physical environment you provide is of good quality and meets the needs of the children using your service.

**Service evaluation**

Questions you will wish to consider:

* What do you do well?
* How do you know?
* What is the benefit to children?

|  |
| --- |
| (Maximum 500 words)The Premesis:The physical building in which the club is based meets all necessary regulation to keep the children safe and secure. It is made of of a large room which houses our continous provision with direct access to a main sports hall for large scale play and activities. The children have free flow acsess to both areas of the club with practitioners who are deployed to ensure the children are adequatly supervised and given support if needed.Continous provision:The club room is resouced with age appropriate resources to allow children to freely access and make choices with regards to what they want to play with. This includes a creative area, role play, problem solving such as puzzles and games, construction, ICT, baking and maliable materials. The team plan a wealth of activities which a put on throughout the day as stuctured activities. They also listen to the children and impliment in the moment planning whereby they react to what the children are playing and extend their play by adding new resources, questioning and encouraging the children to extend their play or by planning new activities to support the children's engagement in a particular area or subject.In the main hall there are boxes of resources to facilitate large games and play such as footballs, badminton, dodgeball, parachute games, hula hoops and more. The team will encourage children to take part in these active games by suggesting and hosting tornaments, challenges and team games. By having a range of oppertunities on offer, our children are able to feel empowered in making choices about what they would like to play with. This allows children to show awareness of their own ideas and feel valued in being able to express those within theor self chosenm play.We are able to assess wether our provision is meeting the needs and preferences of the children by observing their levels of engagement. The team will make adjustments to the provision based on the views of the children. Our questionnaires often allow our team to make improvements to the provision.   |

**Your priorities for improvement**

Questions you will wish to consider:

* What is it you want to improve?
* How will you measure improvements?

|  |
| --- |
| (Maximum 500 words)Unfortunately the building is dated and needs improvements to become more aesthetically pleasing and inviting. This building work is currently taking place and should be operational by the end of the year.When planning our new porvision we will be working along side our children and parents to seek their views on what resources they would like to have access to.From this we will plan the environment with the views and opinion of our children parents and practitioners in mind.We would also like to invide representatives from FIS and Cybiau Plant Cymru Kids' Clubs' to seek their view on improving our clubs provision. Following our first club in the new building we will send out a questionnaire to our children and parents to assess wether the improvements taken places have had a positive impact on our club users.My assessment is that we are currently GOOD.    |

**Your assessment of environment**

My practice is (select onebox only):

|  |  |
| --- | --- |
| **Excellent**: my practice is exemplary  | ☐ |
| **Good**: my practice is strong  | ☐ |
| **Adequate**: my practice requires improvement  | ☐ |
| **Poor**: my practice requires significant improvement  | ☐ |

**4. Leadership and management**

This section is about the effectiveness of your leadership and management; or if you are a child minder how well you organise your service. It covers:

* Meeting the requirements of the Welsh Government ‘National Minimum Standards’[[1]](#footnote-1) and other government requirements e.g. ‘Building for a Brighter Future’[[2]](#footnote-2)
* Self-evaluation and improvement planning
* Performance management and professional development
* Safeguarding
* Developing children and contributing to their well-being
* Your vision for the service
* Management and development of practitioners and
* Partnership working.

**Service evaluation**

Questions you will wish to consider:

* What do you do well?
* How do you know?
* What is the benefit to children?

|  |
| --- |
| (Maximum 500 words)As a management team we actively ensure we are meeting regulatory standards to ensure compliance.Our induction process covers all aspects of keeping children safe, regulations, policies of the club, our statement of purpose, emergency evactuation procedures, risk assessment and health and safelty, person specifications and job descriptions and general expactations of our practitionerss including their resposibility take part in CPD. Evaluation of our practice is certainly our priority and is reflected in the service we offer. Whilst this documents highlights the main features of our evaluation process, the practitioners and managers are continously assessing the club and making on the spot improvements to ensure the highest standard of care, compliance and enjoyment of our service users. Our team have an extensive individual development plan which supports their individual leaning development with a priority towards safeguarding. It also covers positive interactions, promoting positive behaviour, quality interactions, in the moment planning, promoting self awareness and supporting emotional wellbeing.The team also has termly supervisions which highlight their good practice and give areas for development supported by our mentors. This may include peer or management observations and feedback from our children and parents. We are very excited about the prospects of the new premesis and the impact this will have on the users of our club. We are actively involved in the planning process with Airbus UK and are happy that the move will bring about positive changes to our environment and allow us to plan a provision which is exciting and engaging. We lookforward to working with our children to use their ideas and see these reflected within the club.    |

**Your priorities for improvement**

Questions you will wish to consider:

* What is it you want to improve?
* How will you measure improvements?

|  |
| --- |
| (Maximum 500 words)We are aware that the qualification criteria has changed since opening our club. So far we have been unsucsessful in placing our relevent practitioners with a trining provider who is able to provide the conversion course from childcare into playwork. We have sought help from both FIS and Clybiau Plant Cymru Kids’ Clubs and hope to have this in place very soon.The number of children attending the club has fallen over the past few years. We will be working alonside Airbus UK to ensure that all employees are aware of our service . This has had an impact on the finances and restricted the amount we are able to re-invest into the club in the form of resourcing. Therefore our priority over the next 6 months will be to build the number of children and therefore the provision we can provide.We would also like to have an online servey for parents and children to take part in the alliviate the barrier of the number of service users returning their questionnaires. By doing this we hope to further improve the club usining the views of more than a few parents and children.As a seasonal provider the impact we have on a child's development can be a challenge to assess. As a team we will be asking the FIS how other providers achieve this.My assessment is that we are currently GOOD.      |

**Your assessment of leadership and management**

My practice is (select onebox only):

|  |  |
| --- | --- |
| **Excellent**: my practice is exemplary  | ☐ |
| **Good**: my practice is strong  | ☐ |
| **Adequate**: my practice requires improvement  | ☐ |
| **Poor**: my practice requires significant improvement  | ☐ |

Please use the box below if there are any further comments you wish to include

|  |
| --- |
| (Maximum 500 words)      |

Name of Responsible Individual/Registered Person:

**Cat Hirst**

Signed:

**C.Hirst**

Date:

**24/01/20**

1. For National Minimum Standards see: <https://careinspectorate.wales/regulations-and-national-minimum-standards-day-care-and-play> [↑](#footnote-ref-1)
2. Building for a Brighter Future: <http://gov.wales/docs/dcells/publications/130716-building-brighter-future-en.pdf> [↑](#footnote-ref-2)