

## QUALITY OF CARE REVIEW

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

[Mae'r ffurflen gais hon hefyd ar gael yn Gymraeg](#) / 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)

Opinions were collected from service users, such as parents/guardians of the Cylch and the Ti a Fi sessions as well as the children who attend the Cylch.

Electronic form questionnaires are shared with parents and guardians using a QR code link through the LinkTree software and the Cylch's marketing displays/resources.

In addition, a link was sent en masse to the parents/guardian by email in order to encourage them to share their opinion on the Service. It was planned to do this twice a year - January and June in order to measure and compare the impact of any improvements/developments following the initial questionnaires.

The children's opinions were collected using the traffic light system and faces so that they could express their opinion on the play areas/continuous provision in the Cylch.

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

(Maximum 500 words)

In the past, we were disappointed with so few responses from the parents to the paper questionnaires that were sent out. Out of 30 families we only received 2 responses in 2021-22.

It was therefore planned to create an online electronic questionnaire using 'Forms' in order to try to facilitate the process, make it more manageable and encourage more responses.

We received 11 responses in January after we sent an email to all users of the service - which is 31% of our current families. Further planning is needed in order to improve the percentage of responses.

We received 4 responses after the Cylch Ti a Fi session where 6 families attended in January.

All the children of the Cylch who had attended sessions during the week of the 9th - 13th of January were invited to express an opinion on the play areas/continuous provision using faces and the color code of traffic lights.

## Summary of responses

(Maximum 500 words)

Children:

No child had expressed a negative opinion (red face) for the play areas/continuous provision. All children responded positively (happy green face) for the external area, and the majority expressed a positive opinion about the role play, reading and creative area. A minimum number of children expressed an uncertain opinion (orange face) for the Numbers, Construction and Small World areas.

Parents/Circle Guardian:

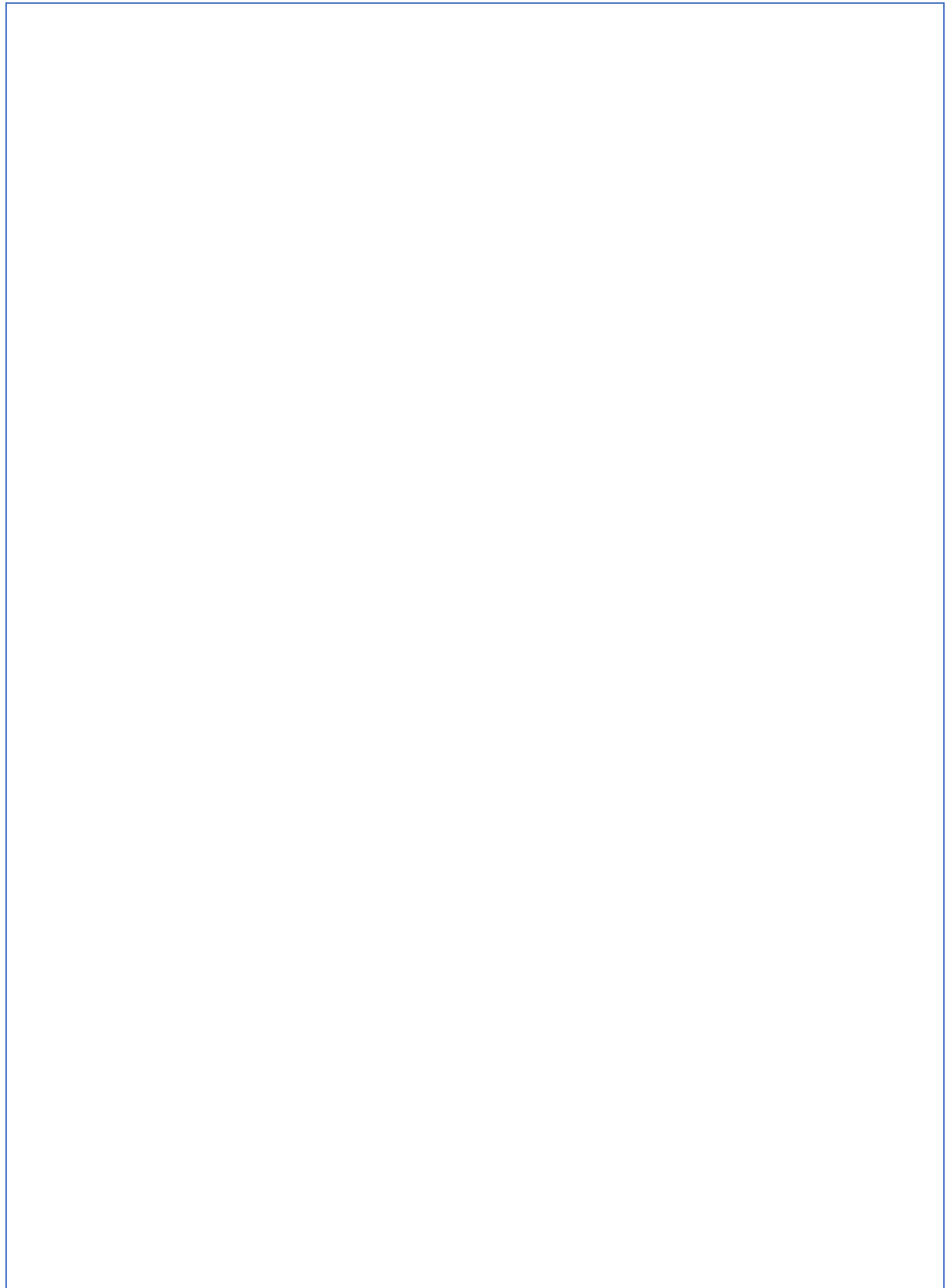
100% of parents judged the Cylch as excellent for the welcome they receive at the start of each session with 91% of parents judging the first welcome to the Cylch as excellent. It was judged that the Cylch had excellent care for the children from every parental response as well. 100% of families also judged that the cylch was excellent or very good for the resources and activities on offer for their children in the Cylch.

Less than half of the families had expressed that they were happy/satisfied with the Cylch's arrangements to discuss their children's development and 27% of parents had expressed that the Cylch was good or satisfactory in sharing/informing what activities the children doing while in the Cylch.

It is also noted by some parents that they had not seen the Cylch room/building, nor had the opportunity to meet parents/mix and socialize due to Covid restrictions.

Circle You and Me:

100% of responses judged the Ti a Fi session 4 or 5 stars out of 5. The activities on offer during the session were judged excellent or very good by 100% with not a single comment for suggestions for change /improve the sessions.



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

(Maximum 500 words)

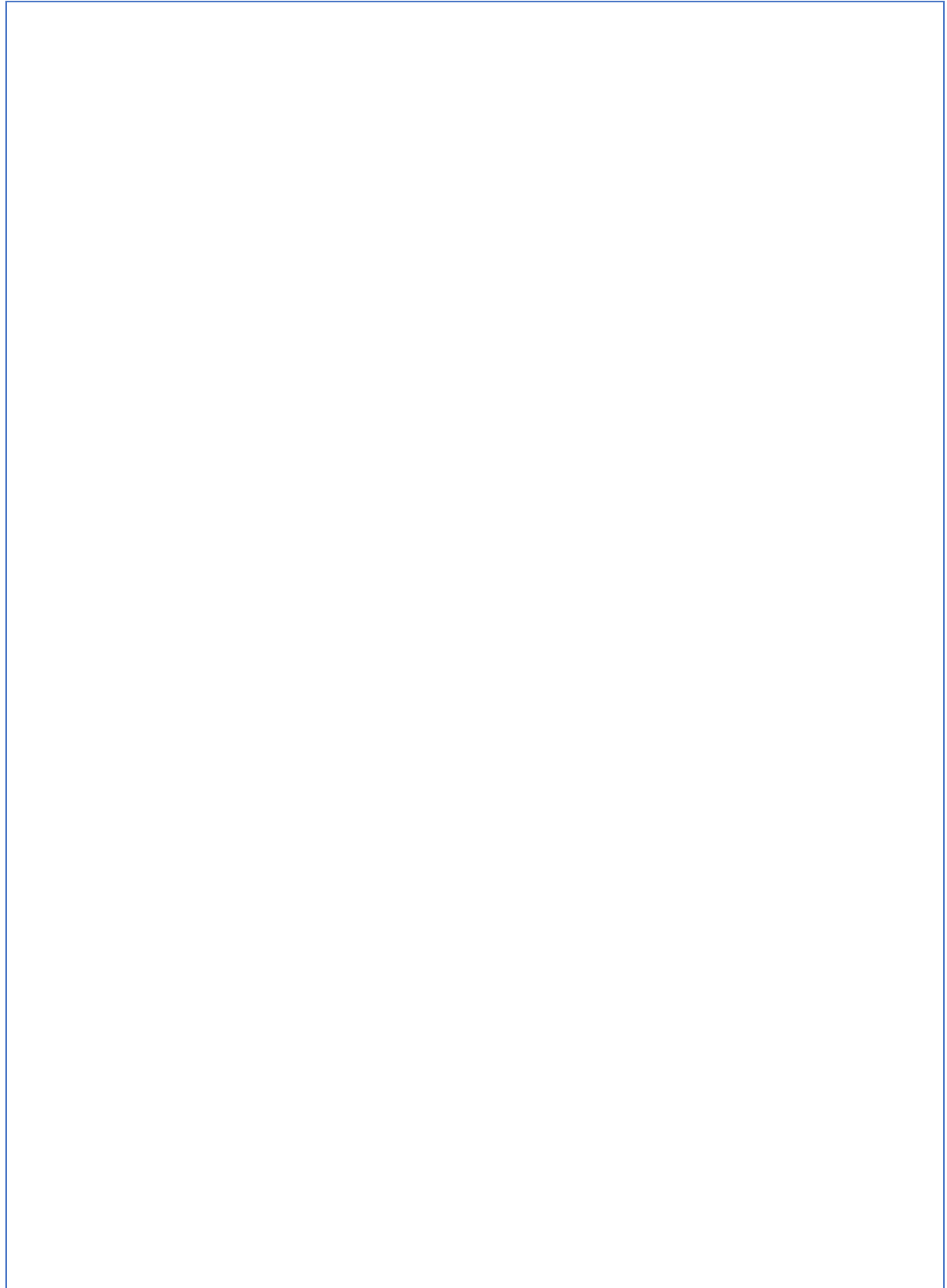
A document was developed to share information with parents on a daily basis, 'My Day Today'. The focus of the document is to share relevant information and feedback about the child such as sleeping hours, toilet records, messages (Circle and school if using wrap around care), what activities were done and what snack they had.

Opportunities were arranged for all new parents to visit the Cylch before their child starts in order to see the room, get a sense of the atmosphere, meet staff and see the children happy with their activities. A Summer Picnic was also planned in connection with the school in order to market and mix with the families in the Community in order to raise the profile of the service.

It was designed to invite parents to come and discuss their child's development at the start of the Summer Term as well as receive a summary / short report on their child's development at the end of the academic year.

Cymraeg for Children was invited to come and lead some Ti a Fi sessions - and offer it for free.

The children were asked to share ideas and propose what they would like to put in the areas where they were unsure (Number, Small World and Construction) in order to improve it.



## Part B: The quality and standard of provision

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

**Service evaluation** – this is where 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 is important 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?

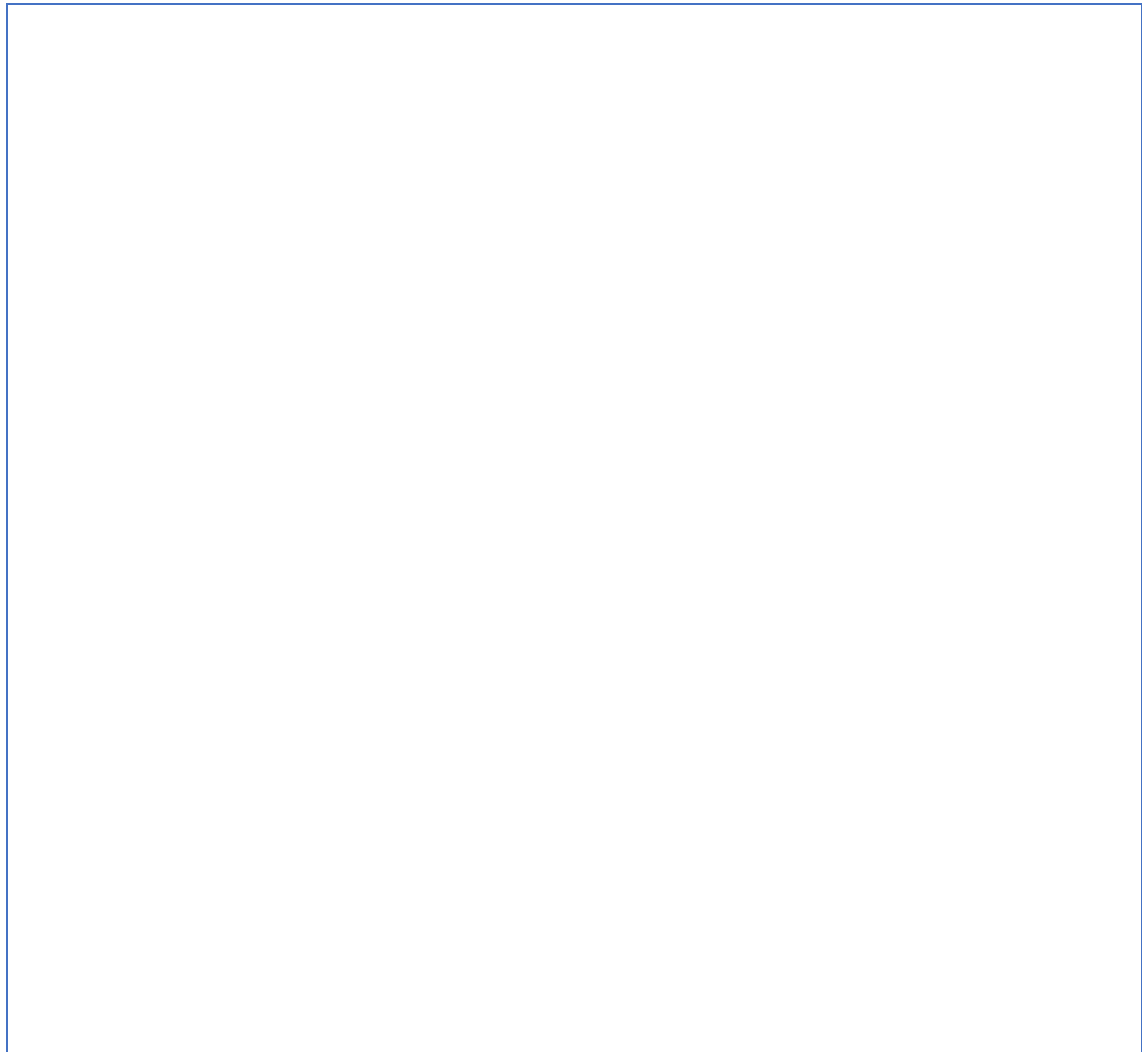
(Maximum 500 words)

The children are happy when they attend the Cylch and the staff's observations show that the children are confident in the classroom, developing into independent learners and developing a range of key skills in their day activities to day The traffic light system and faces show that the children really like the classroom and they take pride in their work and when they display it in the classroom. The staff's observations show that the children are making good progress with aspects such as Welsh language, eating independently, toilet skills and personal cleanliness, wearing a coat and emotional control that is suitable for their age.

A number of messages were received from the parents praising the service and specifically stating how happy their children are. The questionnaire data also shows that 100% of parents that responded are happy with the care their children receive at Cylch Meini Bach.

The children therefore develop to be confident, raise positive relationships with familiar adults and friends and they prepare well to attend school. The children's behavior is very good and they respond appropriately and engage with all aspects of the Cylch sessions.

The Cylch has monitoring procedures that scrutinize sessions and the monitoring contributes to staff evaluation meetings as well as scrutinizing the children's activities and standards/ability in the sessions. The staff provide opportunities for the children to make choices as an integral part of the session, such as choosing a snack, choosing an activity/story/songs which means that the children feel important, respected and take an active part in the daily life of Cylch.



## 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 would like to re-apply for a grant in order to develop the kitchen area to include a dedicated dining area, an area where fresh dinners are prepared daily and a small house for children and a new nappy changing area which is accessible to all. This WOULD enable the children to be more independent with using the toilet and maintaining personal cleanliness.

We also wish to further develop the external area investing in new resources for physical and multi-sensory development. In order to facilitate external activities and enable it to be accessible and useful in all weathers it is necessary to invest in a canopy that meets the statutory requirements of Health and Safety AW and the County (school).

Opportunities to share information about the children's development with parents/guardian at the end of the academic year were also planned when responding to the questionnaires.

These improvement steps were recorded in an Improvement Action Plan document which states who are the people responsible/accountable for the improvements, completion date, success criteria/results of the improvement and an opportunity to evaluate the impact with 'milestones' check dates ' during the process to check progress.

### Your assessment of well-being

My practice is (select one box only):

<b>Excellent:</b> my practice is exemplary	<input type="checkbox"/>
<b>Good:</b> my practice is strong	<input checked="" type="checkbox"/>
<b>Adequate:</b> my practice requires improvement	<input type="checkbox"/>
<b>Poor:</b> my practice requires significant improvement	<input type="checkbox"/>



## 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)

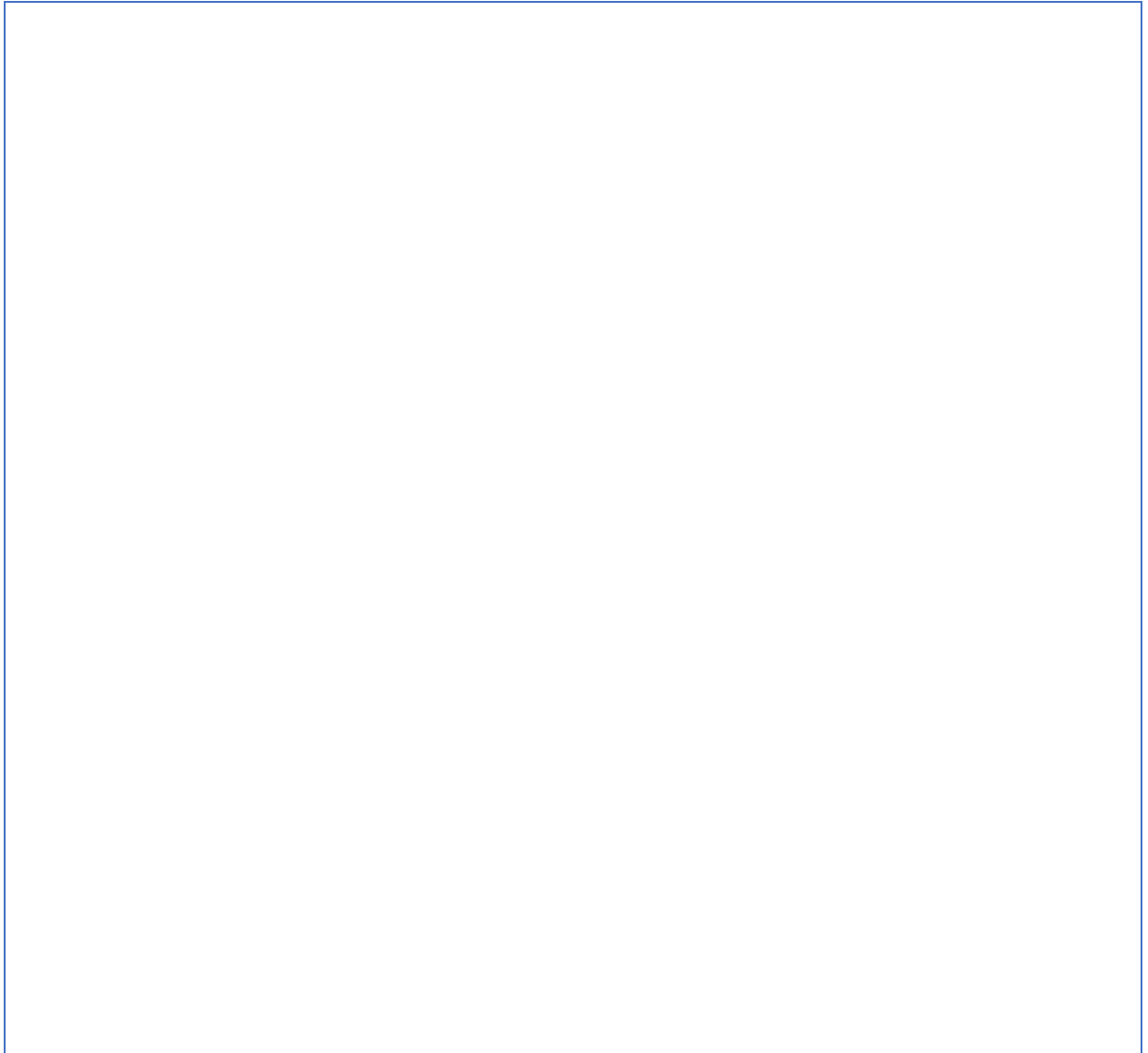
The committee's observations after visits and learning trips show that the staff use positive methods to manage behavior and encourage the children in their activities. Constructive, positive and influential relationships were developed with all the children in care and respect for the children and staff is evident.

The staff model and play together in order to set an example / join in the play and they foster a happy and warm Welsh atmosphere when singing, formulating a Welsh curriculum and immersing children in the language according to Mudiad Meithrin's methods and policies.

As a result, the children strive to communicate through Welsh and respond positively when conversing or receiving instructions/guidance in Welsh.

The children know and sing confidently a number of Welsh rhymes with obvious satisfaction during the Cylch and these skills are advantageous when they start School.

The children create and nurture important relationships with other children in the Cylch and they respect each other, share toys and show care for each other.



## **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)

A designated ALN person needs to be appointed within the Cylch in order to support families and children with Additional Learning Needs. This individual will be able to identify various ALN characteristics, refer for early help / support and collaborate with families to ensure that all aspects of Cylch Meini Bach's life are accessible to everyone and offer early intervention in order to improve outcomes for ALN individuals.

It will be necessary to organize specific training and create links with multiple ALN support agencies. By the beginning of the next academic year there will be a designated person for ALN in the Cylch. We will update the website to include the information/help offered as a result and parents will be able to get in touch to discuss any additional concerns/needs in order to improve outcomes for children who appear and or have been diagnosed with ALN.

These improvement steps were recorded in an Improvement Action Plan document which states who are the people responsible/accountable for the improvements, completion date, success criteria/results of the improvement and an opportunity to evaluate the impact with 'milestones' check dates ' during the process to check progress.

### Your assessment of care and development

My practice is (select one box only):

<b>Excellent:</b> my practice is exemplary	<input type="checkbox"/>
<b>Good:</b> my practice is strong	<input checked="" type="checkbox"/>
<b>Adequate:</b> my practice requires improvement	<input type="checkbox"/>
<b>Poor:</b> my practice requires significant improvement	<input type="checkbox"/>



### 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:

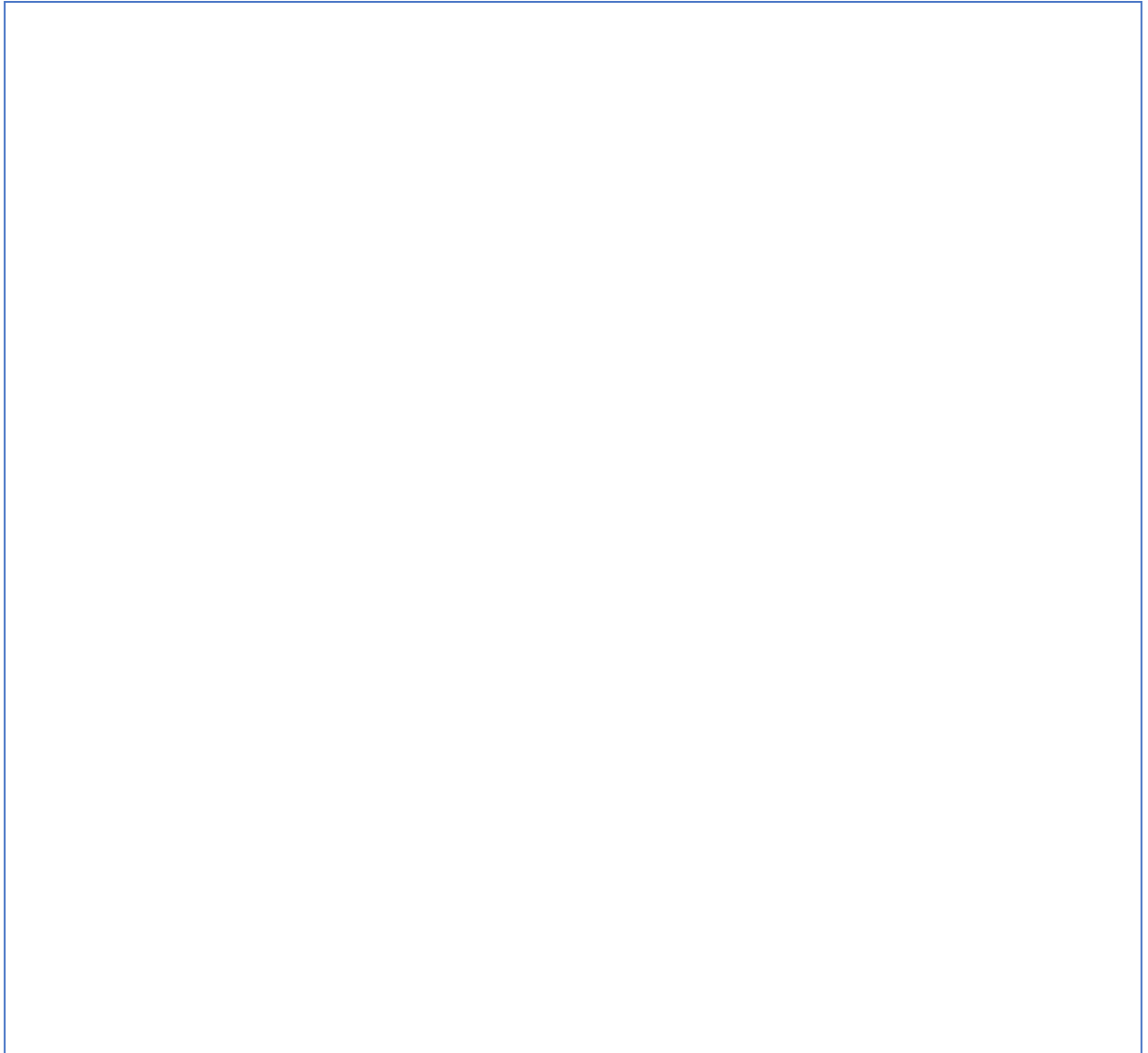
- What do you do well?
- How do you know?
- What is the benefit to children?

(Maximum 500 words)

The classroom is colourful, attractive and creative and the children's work was seen in every area. The reaction of the children using the traffic light system and faces proves that they are happy and satisfied with the provision that is there for them.

Monitoring and Health and Safety checks and staff Risk Assessments constantly show that the room and areas used are safe and fit for purpose.

The classroom is organized and accessible to all. Activities are set at a variety of levels and offer a suitable interesting challenge for all children with offers that appeal to various interests. The children are independent when accessing exciting and interesting tasks and the children show care for the resources and the site.



## **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)

Role play - re-introducing a high quality role play area after the relaxation of covid-19 restrictions. It will be necessary to invest in multi-use furniture in order to follow the children's interests and themes to create new areas every half term such as a shop, veterinary surgery, playpen etc.

We would like to create a multi-sensory garden outside in order to develop an area to the side of the building and to use it at once in a great way, as an entrance and exit for Cylch use. It will be necessary to invest in plants/flowers and natural resources to create a quiet, relaxing area that is accessible and practical in order to leave and escort the children at the back door of the room relaxed covid-19 restrictions.

These improvement steps were recorded in an Improvement Action Plan document which states who are the people responsible/accountable for the improvements, completion date, success criteria/results of the improvement and an opportunity to evaluate the impact with 'milestones' check dates ' during the process to check progress.

### Your assessment of environment

My practice is (select one box only):

<b>Excellent:</b> my practice is exemplary	<input type="checkbox"/>
<b>Good:</b> my practice is strong	<input type="checkbox"/>
<b>Adequate:</b> my practice requires improvement	<input type="checkbox"/>
<b>Poor:</b> my practice requires significant improvement	<input type="checkbox"/>



## 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'<sup>1</sup> and other government requirements e.g. 'Building for a Brighter Future'<sup>2</sup>
- 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)

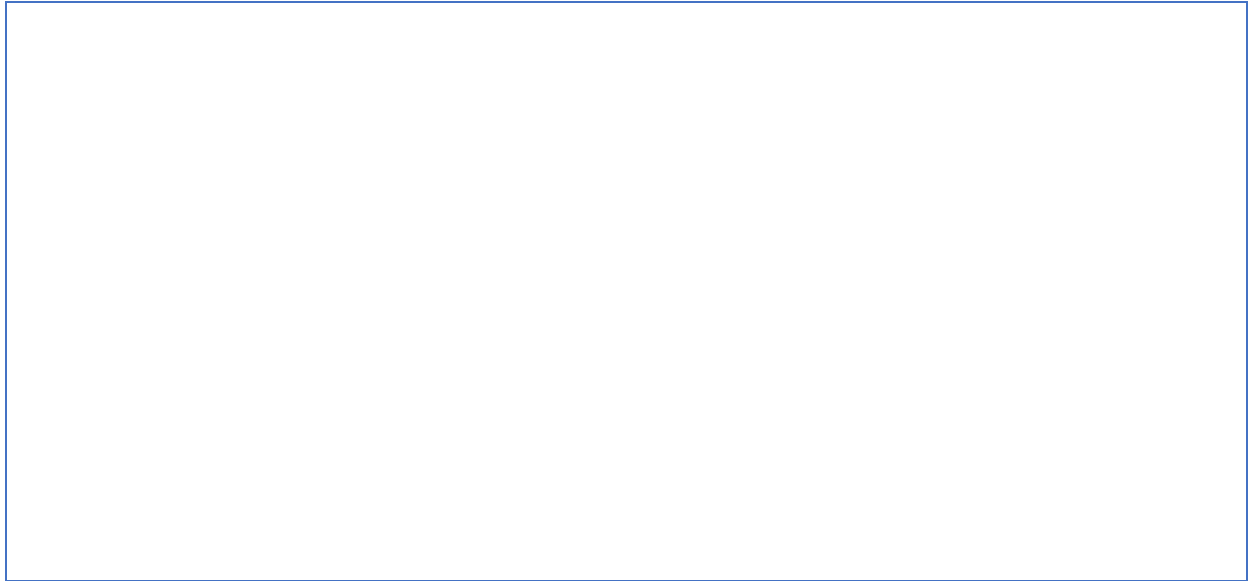
The Cylch has an experienced and enthusiastic team leading it with a Leader and Deputy who manage and work excellently with the children/staff/school and parents' association. An award was won during Swansea's Early Years and Play Celebration for working with parents following an anonymous nomination. The staff take full responsibility and ownership for taking advantage of Continuous Professional Development opportunities and have developed constructive and professional relationships with agencies that support Safeguarding and support care and education including Early Years such as, Mudiad Meithrin, Early Years Wales, Dewis Cymru and Academi Cymru.

The Cylch has an experienced and supportive Committee with half of the members working on the same site as the Cylch. The Committee and the management team meet regularly to discuss developments, progress against the targets of improvement plans and to challenge as a critical friend. The vision and improvement plans are shared and discussed constantly and everyone is aware of what needs to be done in

<sup>1</sup> For National Minimum Standards see: <https://careinspectorate.wales/regulations-and-national-minimum-standards-day-care-and-play>

<sup>2</sup> Building for a Brighter Future: <http://gov.wales/docs/dcells/publications/130716-building-brighter-future-en.pdf>

order to develop and improve the service



## 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 would like to welcome more committee members who are also service users/parents. This campaign is noted on all newsletters and correspondence to parents.

We would also like to continue to strengthen close working relationships with 'Early Years Wales' and 'Family Information Service-Sir Swansea' in order to support us with our ALN work and our target of appointing an ALN officer to support children and families.

These improvement steps were recorded in an Improvement Action Plan document which states who are the people responsible/accountable for the improvements, completion date, success criteria/results of the improvement and an opportunity to evaluate the impact with 'milestones' check dates ' during the process to check progress.

We will check progress towards each target during our staff appraisal meetings and Seasonal Committee meetings

### Your assessment of leadership and management

My practice is (select one box only):

<b>Excellent:</b> my practice is exemplary	<input type="checkbox"/>
<b>Good:</b> my practice is strong	<input checked="" type="checkbox"/>
<b>Adequate:</b> my practice requires improvement	<input type="checkbox"/>
<b>Poor:</b> my practice requires significant improvement	<input type="checkbox"/>



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

(Maximum 500 words)

Name of Responsible Individual/Registered Person:

**Sarah Bowkett**

Signed:

**S.O.Bowkett**

Date:

**26.01.2023**