**Cwmlai Playgroup**

**Quality of Care Review**

**March 2024**

**How we communicate with service users**

**Method of Collecting Views**

t is important that those who use our service are given the opportunity to share their veiws and opinions.

The views of Parents/Carers

To gain the views of our parent’s questionnaires are sent out annually. Here there are multiple questions asking for their opinions and how they rate our provision. Parents are also asked if there are any areas where they would like to see improvements. This could be a particular area of the Playgroup or how we communicate with them.

The questionnaires are used to identify where parents may feel we need to improve. Parents are informed of the outcome of these questionnaires and how we are going to improve in areas that they may feel we could do better.

The Playgroup operates an open door policy and parents are given informal feedback on their child’s wellbeing and progress at the group. Parents are welcome to view their child’s development records and are told who their child’s keyworker is. We also use class dojo as a means for gaining opinions on areas that we ourselves would like to develop. For example we recently wanted to improve our mud kitchen resources and so asked parents what they felt their children would like to use in this area.

We have an open day every July and through our registration document we ask parents to tell us what their child’s interest are. We also send home an “All About Me” leaflet which asks parents. What family and friends like and admire about their child. What is important to their child? (this could be family, pets, etc. And what is important for me? (which could be an area of development where their child needs support)

The views of children

Meaningful observation shows us the areas that the children love to play in and those that they use less. This gives us the information we need to improve and adapt areas and where we can engage children to participate in activities that they normally don’t use. The interests and opinions of the children in our care are actively sought during Circle time and can and is used for future planning and interest topics. It is important to us that our children are given a voice.

Children are always given a choice as to what they eat during snack time and parents are asked what their child’s preferred choice of drink is. If on any given day a child wants to have a different drink than usual they of course are able to do that.

Children are involved in and have ownership when making playgroup rules.

The views of Playgroup Staff

Staff are given the opportunity to give their opinions during informal weekly meetings when we self evaluate the focus activities of that week. What worked, what didn’t and how they can be changed.

Staff questionnaires are given to staff and last year Staff Well Being has been added. Staff know that my office is a safe space where they can talk to me in confidence. Yearly appraisals are carried out and on going staff training is discussed during this time. However, staff training is discussed whenever it is needed for mandatory training. Also when training is available via the childcare services, staff are asked if they are interested and would like to attend. “Well being Catch Up” are informal meetings with staff to make sure that staff are feeling ok. It’s a time to talk about any worries or any feelings of stress related work. These are informal and not documented as staff feel more at ease and more likely to talk about their feelings.

Questionnaire’s from outside People

Cwlmai Primary School – Nursery Teacher

Head Teacher

Nursery Nurse

If appropriate Health visitors

Numbers of children, parents, carers and professionals providing feedback

Questionnaires given out 36

4 staff member completed questionnaires

1 nursery teacher

Head Teacher Cwmlai Primary School

Assessor of Educ8

**Numbers of Parents, Staff, professionals providing feedback**

Number of returned feedback questionnaires

Parent questionaires given out 36

Questionaires returned 12

4 staff members completed questionnaires, 2 members of staff currently on sick leave.

1 nursery teacher

School Head Mistress

Assessor from Educ8

**Summary of Responses**

**Results of Parents Questionnaire**

Parents were asked to state their level of satisfaction by indicating the following on all questions asked:

Very satisfied, satisfied, no opinion, dissatisfied, very dissatisfied

1.When asked about their level of satisfaction of the playgroup the response was:

84% very satisfied

16% satisfied Parents comments :

My child has only been there for 2 weeks but so far we have felt at ease, plenty of updates and he come out smiling which is an added bonus

Such a lovely paygroup

A beautiful setting with staff sho go above and beyond

All the staff are amazing. Always made sure Isaac is happy and settled.

My son is new to the setting, so havent't had the longest experience yet. But so far so good.

M is always happy to go to Auntie Mair's to learn and play.

The staff are really friendly and welcoming. The clearly care about the children and we feel verey confident leaving our son with them. The facilities are fantastic.

My little girl has thrived at the Playgroup. We'll be very sad to see her leave.

2. When asked what they believed their child's level of satisfaction at the playgroup was the response was:

75% very satisfied 25% satisfied

Parents comments

Loves attending, recently struggling with the change of losing friends go full time to big School.

He seems to be enjoying.

I really enjoys the playgorup

He's had his moments but he's dooing really well and seems to be enjoying his new environment.

M loves coming to Playgroup and there's aleways plenty of activities/toys on offer that he's interested in.

S always excited to go and talks lots about her day. She's made lots of friends at the group.

3. When asked if they thought that the playgroup adequately prepared for their child's transition to School the response was.

100% of parents believed that the playgroup adequately prepared their child. Parents comments

The playgroup is in the same setting as the School my son will be goint to so the transition will be easier for him going to School.

Definitely

It has already supported her transition

I is starting to settle in School thanks to the staff at playgorup encouraging him that he will be ok in School.

Absolutely she's bec ome such a socialble little girl.

4. When asked what their level of satisfaction was with the communication between home and School the response was:

75% very satisfied 25% satisfied Parents comments

Always kept informed of anything that happens within the day.

Dojo works well for us as we are familiar with it from the older children in School.

Always lots of communication regarding I and whats happening at School on class dojo.

A few more updates would be lovely but appreciate how busy staff are.

Class dojo is very easy to use and Mair and staff are always posting updates.

Lots of information on class dojo and always get reminders of upcoming events.

5. As a parent/guardian do you feel welcome in your child's classroom this year. The response was; 100% yes Parents comments

All staff are lovely and very approachable

Always welcomed by staff who are approachable.

All staff always welcoming

The staff are always very friendly on drop off and pick up. Very personable and approachable.

All of the staff are really friendly.

6. We now rarely send newsletters home since using class dojo are you happy to continue getting information in this way or do you prefer to received information/updates in paper form?

100% of parents were happy with class dojo preferring this method of communication

Parents comments

yes

yes Dojo is brilliant

yes

I think more time is needed especially if for costumes fancy dress etc

Yes we're happy

yes

class dojo is brilliant as we get updates on child and School

Happy to use dojo

Yes dojo is easier.

Happy to received via jojo

I prefer class dojo.

I'm happy with class dojo

Playgroup response

We will definitely take into account giving parents more time for dressing up etc. Often this is not possible as we have to wait for the school to tell us what themes they are using as the majority of our children are wraparound and we do not want parents to have the added expense of buying different costumes for different themes on the say day> for example children in need.

7. Do you find Class Dojo helpful and informative. Does seeing your child’s photographs at play make you feel more involved with your child’s experience at Playgroup

Parents comments

100% responded yes

Yes I enjoy seeing what they get up to

I love seeing the photos

Really love seeing pictures of wht I. is up to at school and makes me happy seeing he's happy

Yes thank you

Definitely

Yes we love getting the updates

Yes we do. we love seeing the regular photographs of our child. It's a great talking point at home. Lots of information about upcoming activities or important dates.

Playgroup response

We are so glad that you enjoy seeing the photographs that we upload. We will endeavour to put more photographs up. Time restraints allowing us to do so.

8. Do you believe our playgroup is living up to your expectations of why you chose our playgroup over another? 100% responded yes

Parents comments

With I. having a condition where he can not have any dairy the playgroup have always been very understanding about his condition

The playgroup has surpassed our expectations

The playgroup has a very good reputation and was recommended to us by friends whose children have attended

Both our children have loved coming, alwys go in happily and are always excited to be back

9. What is your child’s favourite part of Pre-School?

Parents comments

Playing with friends

Playing with her friends

The garden area or crafts I believe

Playing (his words)

not a lot at the moment as he's new there but he's enjoying playing with the cars

Seeing her friends

I. really enjoys painting

Playing with his friends

Seeing their friends and "Aunties"

Playing with her friends and learning new things

He loves seeing his friends

Playing with her friends and loves when they do cooking activities

10. What is you level of satisfaction with the activities offered to your child.

92% very satisfied 8% satisfied

I feel that they do plenty

Very satisfied so far

Currently unsure on what activities are taking place at present

Very happy

Very satisfied

I. seems to really enjoy all the activities that he does at Playgroup

I'm not fully awaree of the activities to answer sorry

Very satisfied as I have said M. thoroughly enjoys your playgroup

Very satisfied

It looks like thre is always plenty of interesting actiities on offer

Very satisfied

Playgroup response

Thank you for your comments. Two of our parents commented that they didn't know what activities were on offer, which was a very valid comment considering both children had only been at the group for mere weeks During this settling in period our priority was settling in our new children and updating parents on their progress. I really hope that now that all of our children are settled you'll see lots of photographs and updates of the activities on offer.

11. What is your level of satisfaction with the outdoor play area 92% very satisfied 6% satisfied

Parents response

Amazing outdoor play area for the kids to play

The oudoor area looks great fun

It’s a really lovely space

12. Are there any specific areas that you feel we need to improve

No

Not that I can think of

No improvement needed

A few more updates on dojo would be lovely please

Not specifically

We would love an end of term open day to see all the childdren's work on display

Not really we loved being invited to join staff and children after concerts and being invited to breakfast with the children.

Playgroup response

We would love to have parents/grandparents join us and definitely look to arrange more visits.

13. What is your level of satisfaction with hours of our facility

66% Very satisfied 24% Satisfied 8% dissatisfied

Playgroup response

We are currently discussing changing from a sessional care facilitiy to an all day provider so that we can offer wraparound in the morning and afternoon.

14. Playgroup offers (subject to availability) wraparound care to children that attend part time afternoon school, If you are not already using this service how likely would you be to use this service in the future and how valuable would this be to you.

Parents comments

I use it and will more than likely use if for E. I feel its great

We will need to use this 5 days a week in September. As a family with two parents working full time we don’t get the luxury that we would love to have to stay home.

Brilliant service, possibly need a morning service. There is nothing available pre school for working parents for children within this age range.

Definitely

Already using

Already using wraparound

Already use this service which is ideal

We already use this service and are very happy with it

We use this service

My child uses this service and its been invaluable to us

We already use this service and will definitely will be using it for our youngest daughter

**Additional comments**

I pick them up half day. This is the only reason my son still uses another creche as we need full days to work.   
Overall a fantastic environment for children, keep up the amazing work. All staff are absolutely amazing.  
Thankyou for looking after our son and all your hard work, we really appreciate it. E. has come on so much since joining, you all made me feel at ease leaving her in your care from the start. I know shes well looked after.  
We wouldn’t trust anyone else with our children and our third will definitely be coming.  
Thankyou for taking such good care of our little girl. She will miss you when she leaves for full time nursery.

**Staff questionnaires 4 questionnaires returned**

When asked If they were proud to be part of the playgroup all 4 members of staff strongly agreed with this statement.

When asked if they felt their contribution to playgroup were valued all 4 members of staff strongly agreed with this statement.

When asked did they know what we are trying to achieve as a playgroup all 4 members of staff strongly agreed with this statement.

When asked are you involved in what the playgroup is trying to achieve. 4 staff members strongly agreed with this statement.

When asked If they contribute to the playgroup process of self evalution 3 members of staff strongly agreed with this statement, 1 agreed.

When asked if the playgroup makes appropriate provision for my professional development all 3 members of staff strongly agreed with this statement, 1 agreed.

When asked if the playgroup was well led all 4 members of staff strongly agreed with this statement.

When asked does the playgroup succesfully meets the differing needs of invidiual children all 4members of staff strongly agreed with this statement.

When asked if they children are safe within the playgroup all 4 members of staff strongly agreed with this statement.

When asked is unacceptable behaviour by children within playgroup well managed all 4 members of staff strongly agreed with this statement.

Staff were asked to list 3 things that they felt the playgroup did well. The responses were

Preparing children for school life.

Children's welfare and well being comes first

Provides a safe place for our children to learn and develop

Lots of interactions with parent's/carers of our children which encourages trust.

Encourage imaginative play

Help to be independent

Lots of activities on offer

Care for the children and staff

An amazing setting for both children and staff

Supports ALN children

Communication with parents and other outside services

Child led planning

All staff knowledgeable on Safeguarding and their responsiblities.

Staff were asked to list 3 things that they felt the playgroup could develop now or in the future. The responses were

More organised at lunchtime

More emergency cover

As I'm still at training at the setting I think the playgroup is run really well

When I return from Maternity leave, I would like to encorporate more sensory areas as ALNco

Staff were also given Staff Wellbeing at work questionnaires and while this is confidential information the general concensus is that staff are happy in their work, feel supported, felt that their voice is heard, their opinions taken on board and that senior management do enough to support mental health at work as an employee. Staff would feel confident to approach senior staff members if they had concerns about their wellbeing.

**Childrens voices**

Allowing children to have a voice and knowing your children is vital to understanding their likes and their dislikes. Children naturally gravitate towards activities that they enjoy and observing them is an effective tool for gaging childrens interests. It can also show us specific areas of the playgroup where they may not visit as often. This then gives us the information we need to further develop these areas to encourage them to explore in other areas. Circle time especially with our older children that can vocalise their feelings will respond to direct questions about what they enjoy doing at playgroup.

Some of the responses from the children were

I like cooking

I like to play with the scooters and play in the garden

Playdough

I like books and stories

Helping to tidyup

The bikes are my favourite

I like playing games

I like to water the plants

I like seeing my friends and playing in the kitchen

I like to draw my family

When the children were asked what they would like to do they responded with.

lets make a cake, its delicious

Can we go on a bear hunt again

I like to run

Splashing, not get wet though

I like to race, can we race

Can we be doctors

Singing and jumping

**Response from the Nursery teacher**

Questionnaire For

Nursery Provision Teacher

1. Describe your working relationship with Mair Harris Leader

I have always maintainted an excellent relationship with Mair, we communicate on a regular basis. Mair and her staff bring my afternoon session children to my class each day.

2 Do you feel welcome in our provision?

Yes I always feel extremely welcome each time I have visited for a variety of reasons concerning the children we share. The setting and staff are consistently warm and welcoming, I would happily place any child of mine with Mair.

3 In your opinion do you feel that the playgroup is of a high standard?.

I feel the provision is of an exceptional standard. the room is brand new with high quality wooden provision. The staff are wonderful and the children are happy and engaged in interesting activities.

4. The playgroup offers a wraparound service to the children attending your school. Describe the benefits of having this wraparound service and does it work well?

I only wish that every child from my class attended Mairs first. I can always tell a child from wraparound versys a child who has come straight from home. The children from wraparound have a better concentration span, sitting and listening much longer and their social skills are of a higher standard. By Mair and myself maintaining such a high level of communication regarding the students we share, this certainly benefits the children.

5. Are there any improvements that we could make to further develop the service we provide to your parents?

I can honestly say no to this, just keep up the amazing work that you do!

6. What could we do as a playgroup to help our children become more School ready?

I could make many suggestions here but I know that Mair is already doing them because as I've previously stated, the provision is of a very high standard. Mair already does activities designed to improve concentration. Mair will always highlight concerns in a child to the relevant agencies. The provision already look at numbers, songs, phonics as it gives the children such a good start before they even get to Nursery.

Im always happy to fill out these questionaires for Mair.

Miss Victoria Windsor

**Questionaire response from Assessor for Educate.**

1. Please describe your working relationship with Mair Harris, Leader of Cwmlai Playgroup.

I work as trainer/coach/assessor. I have been working with the staff of Cwmlai Playgroup for around 12 months. I have a few learners in Mair's setting, therefore have to visit and keep in contact with the learners and Mair on a regular basis. Mair is always helpful and supportive of their staff completing their qualifications. She keeps in regular contact with me and updates me on any developments that I need to be aware of with them. As with any professional relationship, communication is key and Mair ensures all channels of communication are open and this has enabled us to develop and maintain a strong professional relationship. This in turn has helped each of the learners undertaking their childcare qualifications.

2. Do you feel welcome in our provision?

Yes, I am always made to feel welcome at the setting. Mair ensures time is allocated for each member of staff to see me. She allows us to use the office to have professional discussions and to have focus meetings regarding their work. I have completed observations at the setting on many occasions and each time i have been welcomed by Mair and all members of staff.

3. In your opinion, do you feel that the playgroup is of a high standard?

Yes, I feel the playgroup is of a high standard. As previously mentioned, I have visited the setting on numerous ocassions and the standard of work is consistently high. The playgroup is always clean and areas are maintained, including equipment and resources. They impliment a child centered approach ensuring that the children are the central focus on a daily basis. The children appear to enjoy their time in setting and the staff are always engaging with them supporting their learning and development.

**Questionaire response from Head Teacher, Cwmlai Primary School**

1. Please describe your working relationship with Mair Harris, leader of Cwmlai Playgroup.

Mair has a very positive relationship with all members of staff at Cwmlai Primary School. Now that the provision is within the heart of our school, even the staff that work with our older children are familiar with Mair and the positive experiences she offers our preschool pupils.

2. Do you feel welcome in our provision?

Absolutely. I always ensure I take any guests to our school to visit (usualy without notice) and we are always welcomed.

3. In your opinion, do you feel that the playgroup is of a high standard?

Yes, I believe the staffing and setting to be of a high standard. Since being within the new provision, the environment is very welcoming and inviting. The natural approach provides a calming feel throughout.

4. The playgroup offers a wraparound servuce to the children attending your school. Describe the benefits of having this wraparound service and does it work well?

Mair works closely with Miss Victoria Windsor, our nursery lead, to ensure we communicate with the families to meet their needs. Example, if a child is in Aunty Mairs in the morning , we offer the afternoon provision whenever possible.

5. Are there any improvements that we can make to further develop the service we provide to your parents?

We are happy with the service provided. We have also further developed a two pronged approach to C1 referrals and communication regarding referals into the early years forum which ensures pupils have support on entry and don’t need to wait several months before accessing the required support.

6. What could we do as a playgroup to help our children become more school ready?

Continue with effective communication, ensuring the necessary referals are made in a timely manner to safeguard pupils wellbeing and ALN requirements.

**Improvements made or will make as a result of feedback**

Improvements as a result of feedback

Playgroups response

A couple of our new parents asked for more updates on dojo and we will make sure that when new children start we will continue to put updates on our dojo stories. We acknowledge that during a time of settling new children there is less currently put on dojo. This will be in addition to the photographs that we currently send privately to new starters. It has also been brought to our attention that some parents are not getting notifications when we post. We will make sure that new parents are aware that they have to allow notifications in the app settings.

Parents will be encouraged to make alternative arrangments for visiting the setting or having a tour of the setting when they are unable to attend official open days.

More opportunities to join us in the setting. Future planning for this include. "breakfast with Dad" , "Grandparents morning" "Sports Day" and "End of term concerts and get together "

Our team are currently in talks about changing our registration to a full day provider so that we can offer wraparound in both the morningss and afternoon

Our continous provision/activities is outlined in our introductory brochure pack given to all new parents. Any extra activites are posted on our dojo. Hopefully by making sure parents allow notifications they will be fully informed of what is happening at Playgroup

Improvements from Children's responses.

Following on from the children’s interest in cooking and preparing food, we will explore healthy eating including such topics as where does food come from and how is it grown incorporating the use of our vegetable garden and further explore cooking activities to support their learning.

Lots of the children expressed an interest in the outdoors, particular running and wheel toys. Staff also observed that lots of children like to take part in throwing/catching/kicking activities with the basket balls. From these recorded observations, we are preparing to host a Sports Day event.

As a result of the feedback from outside professionals, we will continue with effective communication and working alongside outside partnerships.

**Well Being**

Improvements made this year included a new planting area outdoors where the children helped to care for the plants that they planted. They planted tomatoes which the children then picked and ate. This area has given the children the opportunity to learn about what is good for their bodies by planting vegetables and understand how important it is to care for living things. They are involved in choosing what they want to plant giving them a voice.

A carpeted area outdoors has been added to provide the children with a comfortable space to relax and play quietly away from the more energetic play.

Each new cohort of children are encouraged to become independent thinkers by allowing them free access to resources which are easily accessible.

Drinking water is now available both indoors and outdoors

Staff are qualified to appropriate levels in First Aid and Safeguarding with the Leader/Manager having completed a 12 hour First Aid course and a Safeguarding level C course

We continue to provide an environment that is calm, welcoming, nurturing and safe. Children visit the setting with parents before attending and are encouraged to bring in a comfort toy while they are settling. Children can visit more than once if parents feel that this is beneficial to their child. We have snuggle sleep bags if children become tired and need to rest. Children settle quickly and happily but if needed children are well supported by staff when they need an adult to comfort them when they initially arrive. Children separate from their parents well very quickly.

Children are encouraged to be independent by always encouraging and supporting children to do things for themselves. We do this by encouraging and praising children to see to their own needs, i.e going to the toilet by themselves, pulling down clothes themselves and pulling them back up. Washing and drying their own hands. Putting on their own coats.

Each day we have Chef of the day which gives children the opportunity to help at snack time. Children make pancakes, butter the toast, crackers etc, pour drinks, cut up fruit. We operate a rolling snack time so that children’s play is undisturbed. Children come to the snack table and choose what they would like to eat. Children are encouraged to take their own cups and plates to the washing up area. This is always supervised by an adult to make sure that everything the children attempt is done safely.

Children are encouraged to try things again when at first they fail and are encouraged to make independent choices.

Children develop through play based learning and are encouraged to explore and learn making full use of the resources on offer. We make sure that children’s interest are used to facilitate learning by enhancing each area at the playgroup.

Staff ensure that the children in our care receive equal opportunities to access and use all resources on a daily basis, we encourage them to take risks (supervised) and help them to promote a can do attitude, which is turn promotes confidence.

We give every child the time to talk and be listened to and feel that their opinions are valued. We encourage children to speak and think for themselves.

We give children a sense of self-worth by praising, never criticizing, always encouraging. Children are always treated with respect. We teach them to be kind and teach them why it is important to do so.

Staff act as good role models by showing consideration, respect and good manners to each other and particularly the children.

We operate Key worker groups giving continuity and developing positive relationships and trust.

Baseline assessments when each child starts at the playgroup giving valuable information for further development.

Adapting focus activities for differing developmental needs and interests.

We use the outdoors as a tool for learning, treating the outdoors with the same importance as the indoors and allowing children free by making sure appropriate outdoor wear is available. Including staff.

We teach our children the importance of looking after our environment, clearing up after themselves, treating the resources with respect.

In the moment planning has for us been about seeing learning opportunities where staff help a child develop their skills in that particular moment. Not planning for the next time a child uses a particular activity but instant responses to what interest the child at that moment in time.

How do we know we do these things well.

Children love to take responsibility for caring for our new planting area.

Children are always eager and excited to take part in Chef of the day and always ask "is it my turn".

Children new to the setting settle very quickly and form good relationships with the staff that care for them.

Children are happy and excited to come to group. We see children who are growing in confidence. Happy to participate during circle time when at first they were reluctant. We see most children being able to toilet themselves and put on their own coats. Children at the group have a sense of belonging and ownership taking pride in themselves and their achievements. Children who are able, feel confident to approach staff and express their needs.

We see children who are confident to make choices and confident to play outdoors exploring their environment are confident to ask for resources and play activities that they love to do.

Children form friendships and positive relationships with staff and their peers. Most children are well behaved and are able to concentrate during focus tasks for a reasonable and appropriate length of time.

We take a holistic approach to the children's development and we record observations which shows us the continued development of our children.

Parents feedback

You create such a lovely welcoming environment for young children and you are all truly amazing at what you do. I really feel that our little girl is treated as an individual and this means more than you will ever know to me as her Mother.

Receiving pictures via dojo has been absolutely amazing (especially as I have a child that tells me she does nothing !!!). It is difficult to think of my child moving on from your setting and I don’t think she or I are truly ready at all.

Thank you so much for looking after and supporting my child the last eighteen months. He has come on so well with the help from all of you. He will miss you all very much.

From the very moment I called to enquire about a place and spoke to Mair we knew there was no other playgroup we wanted to send our child to. The care you provide the children is second to none. Our little girl has loved her time at Aunty Mair's you've given her and us memories to cherish for ever.

Thank you for everything you have done for our little boy since he has been coming to you. Thank you for taking good care of him and giving him memories that will last a lifetime. You are all amazing.

Benefits to Children

Approaching a child's development holistically supports the whole child's development rather than focussing entirely on accademic ability

Encourages a child's social development helping them to co-operate share and take turns with peers.

The children are allowed to take positive risks which give children the opportunity to problem solve, develop confidence, expand their skills and build self esteem. Allowing children to safety learn through play.

Children expand their friendship groups by making friends and learning to establish connections which also provides opportunities to provide a greater understanding of peoples feelings and empathy.

Increasing self-esteem and greater respect for each other and their environment.

Building children’s independence through experiences which supports children’s growing confidence.

Children become independent thinkers ready to explore and problem solve.

Children who are confident to "Have a go"

Children who are happy and confident in exploring their feelings.

Positive relationship with peers and adults.

We teach our children the importance of looking after our environment, clearing up after themselves, treating the resources with respect.

Learning from their peers. Copying and helping each other. Staff act as positive role models that the children can mimic.

Children learn to communicate more effectively with their peers and increase their vocabulary and language.

Children become School ready by becoming confident learners through the activies, routines and skills and nurturing that is given by staff. This then helps with a child’s transition to School.

Having children who are confident and happy to share their experiences with staff and even the shyest of children respond to the nurturing and encouraging relationship that they have formed with them.

**Care and Development**

What we do well

Three staff attended "Connected before Correction" training after expressing an interest behavioural management. Three members of staff attended ALNCO training and training on referrals to the Early Years ALNCO Forum. This has greatly improved staffs understanding of referrals for children with emerging needs. In house training on schemas has been completed and staff are confident in supporting individual childrens particular interests. All staff must attend food hygiene, first aid and advanced level 3 child protection/safeguarding training every three years and safeguarding is paramount to a child's well being. Due to changes in national minimum standards, the playgroup leader has recently completed the Paediatric First Aid 12 hour course and Safeguarding Group C. Once our ALNCO returns from her maternity leave in September, she will also be attending both of these courses. The playgroup has an accident books to report all incidents. Our accident books gets reviewed annually to see if there are any incidents that keep recurring. If there were such incidences we would risk assess them to see what if anything can be changed to reduce the risk of these incidents recurring. All staff are subject to a DBS and new staff have to have two references and provide proof of identity in the form of a passport/driving license. Childcare qualification certificates are also viewed. Risk assessments are made of any planned visits and activities. The playgroup keeps daily records of nappy changing and every child has a password when being collected by someone not know to staff. Anyone collecting a child without a password has to wait until we call the parents to ask who they have authorised to collect their child and a description of what they look lik. We operate a healthy eating policy at the group and we are waiting for design to smile to contact us to resuming tooth brushing. Children have access to the outdoors daily with wheeled toys, scooters/bikes/balls etc provided to encourage physical activity. We manage behaviour by being positive role models and celebrating good behavior while always encouraging and praising all children. Children are encouraged to share, take turns and cooperate with each other. They have ownership of the playgroup rules by being involved in the process and are taught the importance of being kind. We provide a caring and nurturing environment where staff understand age/stage appropriate behaviour. Children understand the daily routines and appreciate quieter times as well as busy. We have focus activities weekly but we are flexible if a learning opportunity is seen and is often child led. We are a predominantly English speaking playgroup but we do provide children with opportunity to learn and experience the Welsh language through simple phrases and commands as well as welsh songs. Development sheets chart children's progress and observational assessments are regularly carried out giving us the information for further planning/progress. An open door policy ensures that parents are kept updated on the progress of their child and class dojo is an invaluable tool in being able to communicate with parents on a daily basis.

The playgroup has policies and procedures that are reviewed annually and include,

1. Covid Policies and Procedures

2.Confidentiality policy and procedure

3. Use of electronic equipment, media and publicity policy and procedure

4. Staff recruitment and employment policy and procedure

5. Children’s participation policy and procedure

6. Whistleblowing policy and procedure

7. Student placement policy and procedure

8. Complaints policy and procedure

An extensive list of our policies can be seen on our website. www.cwmlai-playgroup.co.uk

How do we know.

Staff feel confident and able to respond appropriately to challenging behaviour when to arises at the setting.

Staff feel confident that they can support children who present with emerging needs at the setting. Staff also feel more able to identify certain behaviours that could indicate emerging ALN and a need for referral.

Safeguarding is of the highest importance with all staff up to date on child protection and understand and implement our child protection policy.

Children who are developmentally progressing.

Children form meaningful friendships. Becoming caring and thoughtful towards their peers. Sharing taking turns and cooperating with each other.

Staff being knowledable in safeguarding concerns and being fully aware of the procedures they need to follow to report concerns.

All staff are up to date with First Aid Training.

Seeing children become confident to see to their own personal needs independently.

Children being confident to approach staff when upset or worried knowing that they will be listened to and comforted.

Children are confident to talk about their feelings.

Clear and reviewed policies and procedures updating when necessary or annually.

Benefits to children

Developing children’s confidence, Social skills ready for School Transition.

Seeing to children’s individual needs

Creating confident learners

Independent young children

Children who are sensitive to others

Providing building block for the future

Modelling behaviour expectations.

Helps develop communication

We have seen a significant amount of children with speech delay start at the setting this year. Staff have indicated that they would like to attend training to be able to support these children and their families.

We have recently started doing yoga for kids at the setting and have seen a positive impact from that, we would like to continue to further develop this area.

How will I measure improvements

Staff more knowledgable of how to support children with speech and language needs, able to identify need for referral.

Increased speech and language development amongst children.

Staff using techniques to encourage mindfullness.

**Environment**

mprovements made since last Quality of Care review are:

Cosch file now in place.and staff know where to access the files

In house refresher training on safeguarding is undertaken and a file is visably available to staff to support this.

Leader has completed the Safeguarding of Children Group C and plans for at least one other member of staff to attend this training as soon as possible

The indoor area provides a neutral and authentic space with wooden tables, chairs and storage areas that are always accessible to all children. The book corner, which can also be utilised as a rest area has soft seating, rugs and an adult size armchair where children can read books, play in a calm space or be read stories to by a member of staff.

Our environment provides lots of authentic materials and loose parts which ignites a child’s natural curiosity to explore as the resources they play with allows open ended play. Our environment encourages child led learning which allows children to figure out for themselves which leads to enhanced confidence, critical thinking and problem solving skills.

The children have free access to the outdoors daily and set up to encourage a good environment for play and learning.

We have eye level display boards where the children’s craft, photographs and creations that they are proud of can be displayed at their height. Giving them a sense of pride and belonging.

Children are encouraged to take pride in their environment and to help take care of their resources and are actively involved with tidy up times and returning resources to where they belong. They are also encouraged to use litter bins and understand the importance of keeping their space and environment clean and tidy.

Safely is paramount at the playgroup and steps are taken daily to ensure that the premises are free from hazards. Daily health and safety checklist are completed, temperatures of both fridges are taken daily and haccp forms are filled for any foods or drinks that are brought onto the premises. The Playgroup holds a level 5 in a food hygiene rating.

Water is freely available from an indoor and outdoor drinking station and routinely refilled throughout the day. Children are supported to use these drinking stations.

Staff moniter staff/child ratios indoors and outdoors to make sure ratios are adhered to.

Internally we have the following safety measures in place to ensure that the playgroup is providing a provision that is safe, of good quality and meets the needs of a child.

• Air quality alarm system which indicates red or green depending on air quality. An alarm will sound and flash red, indicating when air quality is low, windows are opened for ventilation if this occurs.

• Internal air vent.

• Fire alarm and sprinkler systems which are checked annually by RCT.

• Fire drills are completed regularly and documented. We also complete a reverse fire drill.

• Radiators are of a high specification and temperatures are manually controlled.

• Emergency door release on internal door.

• Office door is kept locked.

• Water temperature and relevant checks, i.e. legionnaires, are completed by RCT annually.

• Electrical equipment are PAT tested annually.

• Chemicals stored in a locked cupboard.

• Fire extinguishers are checked annually.

• Any planned visits or new activities if deemed necessary and risk assessed before use.

• Age appropriate toys are provided.

• Internal door is operated by a fob system.

Coshe file up to date and kept in the locked cleaning cupboard.

Outdoor gate is padlocked at all times. Only playgroup staff and caretaker are aware of the padlock combination number.

Entrance to the playgroup is for the sole use of Playgroup and After School club and is locked at all times.

Visitors are requested to sign in and show appropriate id when visiting the setting.

`How do we know

All relevant safety checks on electricity, fire equipment and water are completed annually and certificates obtained.

Resources are checked daily and any broken are discarded when necessary.

The room is cleaned daily and washable resources washed when needed or at the end of every half term.

The room is deep cleaned every Friday.

The children play happily, safely, and freely between the indoors and outdoors.

Haccp, risk assessments are religiously completed daily or when necessary.

Accidents and incidents recorded are minimal and when they do occur, they are superficial.

Activities with identified low risks are supervised by adults such as the sand and water.

Benefits to children.

Having a safe and stimulating environment means that children can learn, explore, take positive risks (supported) and make decisions for themselves. If the physical environment is calm, tidy, and peaceful children will feel safe and secure and this will be reflected in how they behave and environment that is unsafe, chaotic and untidy may cause a child to feel anxious, scared and their behaviour may deteriorate accordingly. Children that feel safe in their environment are more confident and engaged in activities. Children in our care develop their understanding of the living world and the impact we all have on it. The environment influences the overall well-being and development of the children in our care.

**Priorities for improvement**

e would like to bring more of the outdoors into the indoors by placing more live plants into the environment. This will improve the feeling of calm and give the children the experience of how to care for the plants.

We already recycle at the group but we will place the recycling containers in an area that is accessible to the children. Staff will support the children in learning what can be recycled and encourage them to place recycling materials in the containers provided. A themed recycling topic to further support their knowledge will be planed

How will you measure this

We will see children being careful around the plants and becoming more aware of their surroundings and be proud of looking after living things.

Children who readily recycle and understand the importance of recycling in our environment and the world around them.

**Leadership and Management**

Improvements since last Quality of Care review

Three staff member have completed ALN training modules and are confident in identifying and supporting children with emerging needs. Staff feel confident in the referral process. As a result of this training a member of staff has now become the settings ALNco.

In house training works well and staff have a much greater understanding of Schemas and Safeguarding which is refreshed between official Safeguarding training.

I comply with all regulations and meet the NMS. My vision for my playgroup is to provide an environment that is constantly looking to improve by listening to parents, staff and children and by evaluating activities and our methods of recording.

I review all policies annually and update where necessary and make sure that they are implemented. Staff are asked to re-familiarize the policies that are on display.

Upon completion of individual staff training any new information is shared with other staff during staff meetings and discussions are held regarding whether current policies and proceedures need to be amended inline with the new information. For example some staff recently completed allergen training and in house training was given to those staff members who had not completed the training.

Our statement of purpose is also reviewed and shared with staff parents. I communicate well with staff and they have a clear understanding of their roles and expectations. I encourage staff to develop their skills through training and staff appraisals identify the training that they feel would benefit from.

I look after my staff and give my time to them to discuss how they feel.

Mental health is very important, now more than ever and I make sure that they have the opportunity to talk to me about their concerns. As a result we have regular informal well-being checks and staff feel happy to share with me their thoughts and feelings. This is not documented as I feel staff are happier sharing their feelings in a more relaxed environment. Obviously if anything that a member of staff disclosed to me affected their ability to carry out their role this would change.

Staff are involved with planning and observation and away forward for the children are identified.

The correct procedure is used when recruiting staff and DBS are in place before starting at the group. I make sure that the child/ratio is adhered to and cover is on hand in an emergency with appropriate personnel when needed. Safeguarding is of the utmost importance and fitness declarations are made annually or when deemed necessary.

DBS must updated every three years but currently all staff are registered with the online DBS database and I am able to perform DBS checks annually. Staff have child protection/safeguarding training and paediatric first aid every three years.

Communication with parents/carers is very good, with parents being provided with a comprehensive welcome pack when their child starts at the group. The pack includes, a contract registration document, Introductory brochure, Operational plan, Quality of Care review, statement of purpose advice of settling their child at playgroup, and a list of important telephone numbers. This Parents pack is also available in Welsh. Parents are given the online link to our most recent inspection report and are encouraged to ask to see all policies, a comprehensive list of our policies can be viewed on our website. www.cwmlai-playgroup.co.uk

We use class dojo to communicate with parents and regularly post activities, updates, reminders, photographs and videos of their children. I operate an open door policy and I'm available to speak to parents at the start and finish of the playgroup day. Parents are also encouraged to ring me throughout the day if they have any concerns at all. When I have concerns about a child I speak to parents and fully support and work with them through these concerns.

I have an excellent relationship with the School to which our children will move on to. The transition from us to School is very good with children visiting the nursery prior to their starting. Information on the children’s development is shared with the permission of parents. Many of our children who attend our wraparound care also attend the School. Open and effective communication with their nursery lead ensures that any child with emerging needs will continue to receive support upon entry into school. We work in partnership with nursery to ensure that any safeguarding concerns are appropriately shared in the best interest of the child.

The needs of the child are paramount and providing an environment that encourages and takes into account the needs and interests of the child is something I pay close attention to.

I have worked hard on my own professional development and routinely attend refresher courses. For example, I have attended refresher courses on Supporting Staff Well-being and Resilience in Early Years Course run by the NDNA, Prevent Training, and Additional Learning Needs – transition to School. I have recently completed refresher training on theThe ALN Process which was four modules over a course of four months. I am currently in the process of completing three modules on Racism and Equality and new poilicies will be put in place as a result of the modules already attended. I encourage staff to share with me any aspirations or goals they have for further professional development and always aim to find them training courses that will support that.

I am sympathetic to the differing needs of my staff and always offer different methods of completing training that suit their work/life balance. For example, a member of my staff suffers greatly from light sensitive migraines and is unable to attend any online training, this means any training that I would like the staff member to attend will be completed as in house training done by myself.

How do I know

Staff routinely express interest in furthering their professional development be requesting the chance to attend additional training courses. In the last year, one member of my staff has succesfulyl completed a level 4 Leadership and Management, another has succesfully completed a level 3 Childrens Care, Learning, Play and Development. Further more there are two staff currently completely their level 3 Childcare, Learning, Play and Development.   
Staff feedback from questionnaires and Well Being questionnaires resulted in staff reporting that that they feel appreciated and that any difficult situations that arise are handled with compassion.   
Staff feedback said that I am fair and empathetic to their needs and know that their requests for time off for personal reasons or doctor’s/hospital appointments will be met with understanding and that I make sure that these requests can be given.  
They also fed back that I built up those around me by being enthusiastic and encouraging. Always asking how their training is going and encouraging them when they feel disheartened if things are a little difficult. It was also said that I praise them constantly for their hard work and efforts during their daily work and also the amount of work they put into their personal development. Staff are enthusiastic about training and progressing their knowledge which they in turn put enthusiastically into practice at the group.

Excellent feedback from parents, head teacher, nursery lead and outside agencies such as assessor from Educ8..

The refresher courses that I have attended continues to give me the knowledge and confidence to further support my staff with their well being. ALN training has given me the knowledge and confidence to support my families to identify any emerging needs and confidently make referrals for children with additional needs.

The benefits to children

Having staff commited to their own professional development has meant a higher quality of staff with a better understanding of child development. Staff feel very confident in supporting the holistic development of all the children who attend our setting. Staffs commitment to training means they understand the most up to date thinking in Early Years. This means that staff can support and their families/carers more effectively in every aspect of their development.

Staff who feel valued are ever present for the children.

Children who are well cared for and fully supported during their play.

Strong links to the School mean that children transitioning to School are more confident and independent. The School’s nursery Teacher expresses her opinion that Children entering School from the Playgroup have more life skills, confidence and independence as they are actively encouraged to do things for themselves. Their social skills are more advanced and they experience less separation anxiety from their parents.

The Head Teacher has stated a two pronged approach with ourselves to C1 referrals and communication regarding referrals into the Early Years Form ensures pupils have support upon entry and don’t have to wait several months to access the required support.

Having strong leadership that puts them at the forefront. Providing a space where they grow, learn and are happy independent thinkers.

Staff are confident in dealing with safeguarding concerns and understand the policies and procedures to follow. The topic of safeguarding is regularly discussed during staff meetings, to ensure staff remain knowledgeable of how to identify and report any safeguarding or child protection issues.

**Priorities for Improvement**

Having experienced a high level of sickness amongst staff at the setting this year, it has highlighted the needed for a larger bank of trusted emergancy cover staff. The playgroup will advertise for experienced, qualified childcare pracitioners who would be interested in being on our register as emergancy cover.

Although prioritising my own well being was adressed and I was able to delegate work to my new deputy, because of the high level of staff sickness this year I have had to take on more responsibility that had previously been delegated to other staff. Priority is making sure that all staff members are comfortable with the responsibilities they have been given so I can feel confident that I don’t need to oversee all activities. For example, working with their key children and recording observations.

**How will you measure improvements**.

Having a greater number of emergency cover will mean that staff feel under less pressure to attend work when they are feeling unwell. This will improve their overall well being at work.

Making sure that staff are confident in the roles and responsibilities that they have will given them a sense of pride and confidence to carry out their role without supervision.

Delegating effectively saves time which in turn should improve my overall wellbeing.

This Quality of Care Review was passed by :

Mair Harris

March 2024

To be reviewed

March 2025