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# Quality of Care Review Template: Self evaluation to support Self Assessment of Service Statement (SASS) part two

## Quality of Care Review –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
- 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 to complete your self evaluation and record your Quality of Care Review for 2016-17. The template can be downloaded and saved to your personal computer and/or other portable devices such as tablets.

You will be required to upload this template using CSSIW Online (<https://online.cssiw.org.uk/>) to support your SASS Part 2.

Before completing this form please read:

A guide for completing the child minding, daycare and open access play Quality of Care Review available on our website ([www.cssiw.org.uk/self-assessment](http://www.cssiw.org.uk/self-assessment)).

Once you have completed this template it should be uploaded using CSSIW Online (<https://online.cssiw.org.uk/>).

## About the 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?

Rating your service – use the same judgements as the inspectors to rate your service against each of the four themes of the inspection framework

(<http://cssiw.org.uk/providingacareservice/our-inspections/how-we-inspect-childcare-and-play-services/?lang=en>).

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

This section 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
- details of any quality assurance scheme you participate in.

Please include examples of the ways in which you seek views, 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

### **Staff**

- Staff questionnaires
- Staff meetings twice a year
- Group leader meetings monthly
- Supervision
- Appraisals
- Consultation with staff on products and equipment purchased

### **Children**

- Observations made by staff
- Evaluations taken from planning
- Circle time and various voting methods with ages 3-5 years
- Children talking to their key workers
- Introduction of a quality monitoring board and scrap book
- Parental comments and feedback
- UNCRC activities

### **Parents**

- Yearly parent questionnaires
- Viewing questionnaires from prospective parents
- New starter questionnaires when a child starts nursery
- Movement of group questionnaires every time a child moves group
- Leaver's questionnaires when a child leaves the nursery
- Comments from informal meetings, e-mails, cards and letters, comments book at fun day
- Face book, net mums and yell.com comments from parents
- Employee of the month votes
- Replies from information from newsletters

## Numbers involved

Maximum 500 words

Returned documents/data

### **Staff**

- 14% of staff questionnaires returned (yearly)
- Staff meetings involving all staff
- Group leader meetings involving 6 staff members

### **Children**

- 88 children involved in quality monitoring activities –all children

### **Parents**

- 14.7% of parent questionnaires returned (yearly)
- 7 Prospective parent questionnaires 2016/2017
- 20 New starter questionnaires
- 10 Movement of group questionnaires
- 6 Leaver's questionnaires
- 18 Employee of the month votes

## Summary of responses

Maximum 500 words

### Staff

- Staff wish to do more quality monitoring activities and UNCRC through planning for gaining children's views, providing more opportunities to have a choice and better consultation practices with the children.
- Staff are happy and engaged and tell us they enjoy working at the nursery and have good bonds with the children through their key worker role.
- Staff would like to improve on planning activities, Welsh language and flexibility in their planning.
- Staff like and find their supervision and appraisals meaningful.
- They are happy with management support and training to assist in their roles.
- Staff enjoyed being involved in the small work place health award and Cardiff healthy and sustainable pre- school scheme.
- Staff have told us they are keen to implement any changes such as routines and planning if it benefits the children.
- Staff enjoy good parent partnership and are keen to form new links with parents. They enjoy their key worker roles, discussing ideas as a group and benefit from monthly group leader meetings and in house training.
- Quotes from yearly questionnaires include "I enjoy being happy, smiley and positive, making the children develop emotionally and socially".

### Children

- Observations undertaken by staff show the children at nursery are happy.
- Evaluation sheets used after evaluating a month's planning has shown what the children's views are on activities (although we feel this needs to be improved so have devised a new evaluation sheet in consultation with staff).
- Looking at the progress books, profile books, floor books and photograph's displayed shows the children's involvement in activities.

### Parents

- Parent yearly questionnaire quotes include "Good communication, I really enjoy the newsletter" and "Enjoy the feedback both verbally and written, feels like leaving our child with friends".
- Parents stated they feel confident in approaching staff to discuss their child's needs. They feel nursery is safe, secure and feel confident leaving their children.
- They stated that the nursery has good facilities and is clean and provides excellent healthy food
- Lots of parental comments on having happy children and good relationships with staff.
- In viewing questionnaires they like the clear and in depth viewings, stating nursery is homely and has happy and smiling staff. Quotes include "The nursery seemed very happy, calm and clean, and the staff seemed to be wonderfully interacting with the babies and toddlers. Everything seemed so well organised, we loved the garden and the way the rooms felt like a home from home rather than an institution..."

- New parents state on their questionnaires that they like the amount and flexibility of settling in sessions. Quote includes “I asked to come for a viewing at the last minute and the staff could not have been more helpful or welcoming”. “Every member of staff we saw on our visit was really friendly, chatty and approachable. The children looked really cared for and were very happy. Your facilities looked amazing and your garden area is fantastic. I’d love for my little boy to join your nursery”

## Action to improve as a result of people views

Maximum 500 words

- We would like to look further into the UNCRC, lots of staff have received training and each group's daily planning links into this but we feel there is far more scope for us to take it further and incorporate this into the daily routine so there are specific times set for staff to consult with the children. We feel that the children would benefit more by doing this first thing in the morning so a plan can be made by children as to what they want to do and staff can go around this. We also feel that training could be refreshed on this and we are planning some online training from the NDNA on the UNCRC which we will do with all staff at the next meeting in September.
- Quality monitoring is being looked into with staff taking on views of the children. Although all groups do consult with the children we are currently looking for new and better consultancy practices with the children, we plan to record methods we have used on a quality monitoring board with our pre-school group and keep photos in a scrap book for the children to look back on.
- Consult with the children at the start of the session, incorporate a morning circle time session for this in the 3-5yrs.
- Planning being more flexible and to take into account children's views and not choosing the monthly topics at the beginning of the year will start from 2018. This lets the children be more involved. This will ensure that planning is strongly linked to the interests and developmental needs of the children. We aim to establish a broad topic each month and plan around that chosen topic weekly. The experiences of the children and the direction they take and their learning will then be recorded as observations thus the curriculum will ebb and flow with the children's interests.
- We have been discussing with the group leaders that more small group work with staff and their key-worker children would be nice, staff will be introducing this at different times of the day and should assist them with developing relationships, consulting with the children and a good chance to make good quality observations.
- We have decided to create a separate baby area in the sensory garden to give the babies the chance to use the garden at times that suit around their individual routines, this will also free up more time for the other 3 groups. We will also be looking at the different outdoor areas and expanding on these such as the mud kitchen, planting areas and adding an outdoor water area and reading area.
- Expansion of Welsh is a priority and to continue with and expand our Welsh welcome with the bore da song, use more welsh throughout the day and add new welsh signage around the nursery. We will also be introducing a Welsh word/phrase of the month for all staff to use along with dedicated Welsh display boards in each room.

## Part B: The quality and standard of provision

This part of the template covers:

### Your service evaluation

This is where you set out:

- your strengths
- any areas for improvement
- the actions you propose to tackle them
- how they will be monitored and
- how you will measure success.

### Self Assessment Rating

It is important to have 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 used by us to inform your assessment of your practice.

**Excellent:** These are services which are committed to ongoing improvement with many strengths, 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.

Questions you will wish to consider:

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

## Service Evaluation

Maximum 500 words

- Excellent keyworker relationships, knowing what the children like and dislike. Giving praise and encouragement to build self-esteem, support and making the children feel secure. There are good transitions between movements of groups through paperwork, verbal discussion between key-workers and arranged visits into the next group.
- Staff interact with the children and know the right time to join in and extend learning. Staff help promote independence well with eating, toileting, dressing and choosing activities. They are aware of age/stage of development. Older children have a self-serve breakfast.
- We participate in CHASP'S and have sessions with yoga, football club, and Hartbeeps and Fa-la-la welsh music sessions so there is a variety of outside activities on offer
- Great parent partnership, we chat to parents daily and give information on viewings, settling in's, new starters. We recently updated our settling in session sheets.
- Good routines and planning of activities. Children know the structure well and enjoy the activities and free flow opportunities
- Cosy areas have been updated for relaxation and reading. Toys are at the children's height so they can access them when they like
- Welcome board for older children and registration to get all the children together. Each room also has a family board showing photos from home that parents are invited to bring in. This shows a sense of belonging. The pre-school group has started doing floor books" which we would like to expand on this year.
- Staff are aware of our statement of purpose and policies and procedures
- We are part of the infection control audit and this is updated with staff every 6 months. We implement the guidelines and work together on actions that need to be made
- Staff have training in UNCRC and are able to use this in planning, evaluating and day to day routines
- Indoor and outdoor learning environments used. We have access to 2 garden areas and a summerhouse so utilise our time outside well in all weathers for physical play. The children benefit from having fresh air and outdoor learning experiences and physical play. We have double and triple pushchairs to allow the children to go on outings regularly.
- Children benefit from the points above as they form a loving, secure bond with their key-worker and then feel happy at nursery. The smooth transitions between groups with movement of group update sheets helps us know more about the children as they get older and includes parental input. Staff know the children well as they have observed them interacting and enjoying activities.
- We know the above from parent questionnaire comments, saying how happy their children are at nursery, parent verbal feedback and other quality monitoring methods such as reviews of the nursery on social media, recommendations of parents, votes for staff employee of the month by parents and new starter questionnaires about our service. Observations taken by staff of the children show what they enjoy and their needs. Evaluations from planning show how activities on offer have worked or not worked to inform future planning.

Questions you will wish to consider:

What is it you want to improve?

How will you measure improvements?

## Your priorities for improvement

Maximum 500 words

- More opportunities for gaining children's views and consultation practices. We aim to do this by following an action plan, recording evidence better such as introducing a scrap book and display board for visual evidence. Consultation practices to include more regular circle time, emotions boards and activities. Ensuring we keep visual evidence and verbal quotes from the children to help us inform planning and producing reports.
- All staff have updated UNCRC training and will be using this in planning more. Further training is being carried out in September. UNCRC scrapbook to be produced for visual evidence and help with training. Improvements will be measured by bringing the training back into the workplace and asking staff to fill in a training form for how they will implement 3 things they have learnt.
- Extend at home links with parents for activities to take home for each child weekly. Re introduce Persona doll and Jofli bear in older age groups. Purchase a story sack for 1-2 years age group and possibly Alice sharp backpacks for babies. Boards and scrap books will be used to show what the children have done and their views. The children love to see their homework on the boards and love circle time with the persona doll in the pre-school group.
- Promote independence more with the pre-school group with the option of more self-serve meals, such as giving out drinks, snacks, cutting up fruits, laying the table. To encourage better self-serve breakfasts by purchasing child friendly cereal and milk containers.
- Re introduce '5 a day'. Older children used to have 5 minutes movement every day to get motivated and mindful at the beginning of the day. Look into cost packages of purchasing online '5 a day' or 'go noodle' schemes or similar for pre-school aged children
- Improve planning to include ways for the children to contribute ideas for themselves and topics they are interested in. Allowing a variety of experiences to follow the children's interests.
- Behaviour policies were recently updated with group leaders and training was attended by senior. These ideas will be introduced into groups.
- We will measure improvements by having ongoing group leader meetings monthly, discussing targets and plans. Also a pre-school group meeting to make an action plan for the changes. Following an action plan produced from completing the SASS 2. Staff will also be asked about improvements in supervision.

Your assessment

My practice is: (Select one box 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 ensuring 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 achieving good well-being.

Questions you will wish to consider:

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

## Service Evaluation

Maximum 500 words

- We are working on our Welsh language and have introduced a Welsh word of the month, display boards in each group and better bi-lingual signage around nursery and on toy boxes. This benefits the children as they are given the opportunity to learn incidental Welsh before moving onto primary education.
- All staff have attended safe guarding courses and are aware of how to implement this in practice, thus benefitting the welfare of the children.
- Planning of activities for the children's development is carried out monthly for each group on a variety of topics. The children seem to enjoy these and the planning then gets evaluated with new sheets we have just updated. We can then plan better each time, giving the children an overall good experience in activities on offer.
- Free flow activities are on offer for the 2 oldest groups offering a variety of play activities, supporting independence. Children under age 2 are offered stimulating activities daily, in particular the babies like to go out for walks for fresh air. They benefit from the learning environment and the freedom to make choices over what to join in with.
- We have completed our CHASP'S, being only the 2<sup>nd</sup> nursery in Wales to do so. This has implemented healthy activities with the children and promoted healthy lifestyles with both parents and children as parents have been involved too. We have scrap books to evidence our journey. We are also part of the design to smile scheme and gold standard healthy snack award for which we have a plus rating. This benefits the children's physical and mental health.
- We liaise well with parents and offer information through a variety of ways such as verbal, meetings, viewings, settling in sessions, fun day, newsletters and daily sheets (under 2's). We have profile books and observation formed development charts. This is a great way to see what the children have been doing and how they are doing in all developmental areas. We share these with parents regularly, in particular on our fun day. We offer flexible settling in sessions when a child starts with us. This helps the parents know and trust us in the care of their children.
- Key-workers are role models for the children and help support their learning. They plan suitable activities for the age range they work with and work closely with the children supporting their learning. They form close bonds with the children and parents and we feel this is an area staff carry out well as they are very aware of the warmth, love and security the child need in order to develop.
- We know the points above from parental feedback and thank you cards. Also from staff supervision and meetings held in house. We can see from observing the children the care they have been receiving from staff and by looking at planning of activities the development that's been planned and implemented. Profile books and development charts show the children's progress in all areas of learning.

Questions you will wish to consider:

What is it you want to improve?

How will you measure improvements?

## Your priorities for improvement

Maximum 500 words

- Introducing small group work and key worker activities with the children. This would benefit them by having more one-to-one time and help children learn how to work together in a group. It will also be a great way of getting key-worker observations which could then be used to inform planning.
- We send out monthly newsletters but we would like to ask for more feedback off parents informally for our quality monitoring. These could include ideas for topics, what interests their child currently has and anecdotes their child may have said at home.
- Making use of computers and tablets with the pre-school age group.
- Due to feedback on our parents questionnaire we are holding our Christmas party for the children externally so all parents and children are able to attend
- Source up to date Foundation Phase training for staff working with pre-school children. Training has been received but to CPD for staff in the pre-school group.
- Look at the ethos of the Foundation Phase so we can improve continuous provision and enhanced provision. To look at the 7 areas of learning so activities can overlap and make planning activities flow easier. This in turn would simplify the pre-school group's planning allowing for more observations of the children and catering for their interests.
- Improve on our planning in all groups so they can be more flexible. Change the way we long term plan so topics are not decided 12 months in advance. We feel we need to take into account the children's interests more. We do however have a "let's explore" topic based on the children's needs at that time.
- Introduce a new way of observing and recording so all staff are doing the same. The new way to be introduced (as suggested on the CSSIW training workshop from NDNA) includes each group having a folder with a child's name on. Every time a child has an observation staff can write it on a post it note and put it in the child's file. These can then be used to inform observation books for each child's individual achievements and also to inform planning. These are then relevant and time dated and factual. They will also show the children's interests and development that can be used to inform planning making it more meaningful. This will help with article 12 UNCRC to link observations of the children's interests and views into planning with regards to the children and young people participation standards.
- We will measure improvements by following an action plan. We will attend suitable training for the Foundation Phase and feedback what we have learnt and introduce any aspects we think are relevant to the nursery. We will discuss topics and observations in the staff meetings and group leader meetings to see how things are progressing. As management we will have observations in to look at and assess on a regular basis to see if the new system works

Your assessment

My practice is: (Select one box 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.

Questions you will wish to consider:

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

## Service Evaluation

Maximum 500 words

- We have a 5 star rating from EHO for our kitchen. We provide healthy home cooked meals catering for all allergy and food preferences. We have the healthy snack award and Agored Cymru training for 2 staff members. This benefits the children's' health and well-being.
- All staff have food hygiene and first aid training
- We have a Health and Safety Company called Sure Safety who visit monthly who train staff and help update and implement policies and procedures such as risk assessments and fire safety. We regularly review accidents, décor checks and risk assessments. We have dragon fire who service our fire alarms and monitor all fire aspects.
- We purchase new equipment regularly for each group and keep a log of this. What we buy is determined by wish lists from staff, new equipment needed, parent suggestions, ideas from courses attended and what the children like and enjoy. Many toys are at the children's level. This ensures the children benefit from good quality toys regularly.
- We have a housekeeper, cleaner and chef so they are trained in their particular area. This also ensures staff are not taken out of ratios for jobs. We implement the infection control toolkit with staff and children and review this every 6 months. This ensures the environment is kept clean and hygienic for the children. If there is ever any illness going around we let all parents know via e-mail about the illness and exclusion policy.
- We have CCTV around the nursery, which is used in the office only. This protects the staff and children. We have a safe front door system which is number coded to enter and a high button to press to exit. We have a secure gate on the driveway and fenced in areas in the garden
- We regularly maintain the environment by updating furniture, for example we have just purchased new tables and chairs from community play things for our pre- school group and updated the safety surface floors in all the dining rooms. We have a maintenance log showing what has been completed
- There are display boards around the nursery showing the children's art work and photographs. This shows the children's interests and the family boards and welsh boards gives a sense of belonging. We have parent's boards for information and a food board for information. All our policies and procedures are displayed in the foyer for all parents to access.
- The nursery is bright, welcoming and homely and this has been mentioned a lot of times in our parent feedback questionnaires.
- We have a fantastic outdoor area incorporating a garden with safety surface area and summerhouse. We have a sensory garden with grass, stones, African hut, mud kitchen and large sandpit. The children love these areas and benefit from being able to play outside daily. Having 2 garden means more children are able to play outside.
  - We know the points above from observing the environment and regularly maintaining it. We also have feedback from parent's questionnaires.



Questions you will wish to consider:

What is it you want to improve?

How will you measure improvements?

## Your priorities for improvement

Maximum 500 words

- We would like to introduce more free flow in the nursery but due to the building layout and constrictions this is not physically possible.
- We would like to improve the garden areas to give more structured separate areas. This will include an outdoor reading area as we already have a reading chair, sectioning off the mud kitchen so it's more of an area, introducing a water play area with pipes on the fence and a construction area for building and pretend building site. We have been looking at ideas on the internet and hope to achieve this by next summer. We will purchase signage for each area.
- We would like to make a giant chalk board outside on the fence with chalk paint.
- We will also be clearing out our summerhouse making storage more efficient and then in turn this can be used as a play area for the children. We will be purchasing a new storage shed for the bikes so that they remain well maintained
- In the near future, hopefully next summer we wish to make part of the sensory garden into a baby area only for the baby unit. This will incorporate astro turf, suitable toys and equipment and will be fenced off for the main garden area to allow the babies to explore freely but safely.
- We will measure improvements by following our action plan, booking in quotes for work and management purchasing what is necessary. We will continue to carry out décor checks, maintenance lists and wish lists for toys so we can see what we need on a regular basis.

Your assessment

My practice is: (Select one box 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 (<http://cssiw.org.uk/docs/cssiw/publications/160303regchildcareen.pdf>) and other government requirements e.g. Building for a Brighter Future (<http://gov.wales/docs/dcells/publications/130716-building-brighter-future-en.pdf>)
- 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
- partnership working.

Questions you will wish to consider:

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

## Service Evaluation

Maximum 500 words

- We meet the NMS and above for training courses as all staff are qualified in child protection, first aid and food hygiene. Staff also update CPD with additional courses to benefit themselves and the nursery which include behavior management, storytelling, busy feet, leadership and management, safe recruitment and bringing the outdoors in. This benefits the children when staff bring new ideas into the nursery.
- We provide twice yearly in house training so we are able to talk to staff and introduce ideas we think are important to the nursery.
- We exceed staff ratios in our 3-5 year age group with additional help on a Tuesday, Wednesday and Thursday morning. This benefits the children having extra care and attention.
- We have low staff turnover so this benefits the children for continuity of care. Many staff have been with us for a long time and have children of their own which parents like as we are able to give 'real' advice. Staff are happy in their job roles. Staff are involved in the employee of the month voting and are rewarded for their hard work. This benefits the children as happy and motivated staff work well in a team and enriches the children's experience at nursery.
- We are part of the small workplace health award which staff were involved in. This helped staff be good role models with nutrition and we received a bronze award.
- We provide informative newsletters, e-mails, update our website and Facebook page so are always communicating closely with parents. This benefits the children as there is good information sharing which helps us provide the best care we can. We have parent events which gives opportunity to talk to parents and share information about the children. There is always staff on hand for communication every day for parents.
- There are good ways to record improvements and self-reflection. Staff meetings are minuted, action plans are produced. Supervision is every 3 months and appraisals yearly along with monthly group leader meeting and twice yearly staff meetings. Staff are made clear of their roles and objectives. Targets for improvements and ideas are discussed with each individual staff member giving chance for self-reflection.
- We employ a HR consultant and sure safety health and safety company. We are members of NDNA.
- Staff are included in all aspects of the running of the nursery. They have been involved in ideas for completing SASS 2 and we held a group leader meeting to discuss these further.
- All policies are shared with staff and parents. Group leaders are involved in updating policies and these are discussed in staff meetings. These are shared with parents regularly. They are updated every 6 months minimum and all changes are logged.
- We know the points from above from staff questionnaires and meetings where staff have stated they are happy in their job roles and like the way they are lead and managed. Parents give good reviews of our service on social media and in feedback via questionnaires and verbally.

Questions you will wish to consider:

What is it you want to improve?

How will you measure improvements?

## Your priorities for improvement

Maximum 500 words

- To share with parents in the newsletter how we are getting on with the 4 quality of care review areas, this will help us measure our improvements and get feedback for quality monitoring.
- Set up a designated resource area for staff. We currently have a file for tuff tray ideas and other resources books etc but we would like to set up an area so staff can utilise all nursery activity resources as things can get forgotten about especially with new staff. This will help with planning our activities.
- We would like to set up an ideas white board in the staff room so staff can write down wish lists, things they require, sharing of information such as websites and passing on information from management.
- To change our appraisals to include the 4 quality of care review areas so staff are aware of what we need to work towards for improving the nursery
- We would like to introduce peer observation as suggested by NDNA who have information and recording books that we can use.
- Introducing training evaluations with 3 bullet points on what has been learnt and then for staff to implement these changes in nursery.
- Setting up a buddy system for new starters so that when they join the last 'new' member of staff helps with their induction, showing them around and helping them with information and advice.
- Send out different policies each month attached to the newsletter so parents have them to hand. There can then be a section in each newsletter to explain further. We already send out policies such as the child protection procedure for parents to refresh but it would be nice to carry out monthly as a PDF so parents can save them all at home and learn more about each one.
- Collection of quality monitoring to improve and to be centered around SASS such as sectioning this off into the 4 areas on the yearly parents and staff questionnaires.
- We will measure these improvements by following an action plan, group leader meetings, parental feedback, looking at the impact of changed paperwork. Discussing with the new starter staff member how they think the buddy system works for them.

Your assessment

My practice is: (Select one box only)

Excellent: my practice is exemplary

Good: my practice is strong

Adequate: my practice requires improvement

Poor: my practice requires significant improvement

## Any further comments you wish to include

Maximum 500 words

As we have recently purchased the nursery we are very keen to update the premises in regards to maintenance and equipment. We have already started this and are keeping a log of what has been purchased and maintained. We feel that now we have ownership of the nursery we are able to implement changes on a regular basis as we are keen to continuously improve our service.

The nursery currently has a great reputation which is down to the dedication of the staff and their professional working attitude. We have worked hard over the last 12 months to gain outside accreditation which includes finishing our Cardiff Healthy and Sustainable Pre-school Scheme (CHASP'S) of which we are only the second nursery in Wales to do so. This has impacted on both staff and parents as it has helped us introduce healthy lifestyles, involve parents a lot more with policies and ideas and educated the staff in new areas such as the environment, well-being and nutrition. Our home to nursery links also improved because of this. It has also benefited the children from being involved as we have carried out a number of activities to support each section of the scheme and produced some lovely scrap books for parents to see photographs of what their child does at nursery (available to view in our foyer). It has also improved our working practice such as providing information for parents, introducing more physical play and outdoor play and developing a positive self-esteem for the whole nursery.

We have also recently completed our bronze award Small Workplace Health Award (SWHA) which also had a lot of staff input. We all worked together on introducing a healthy workplace, in particular nutrition which plays a big part in the other schemes we are part of such as design to smile and gold standard healthy snack award. Our next aim for continuous improvement is to enroll on the NDNA equality counts. This will help us measure ourselves in different areas and hopefully have a big impact on our working practice. Any improvements made will then benefit all users, in particular increasing quality of care for the children. We would also like to do an online NDNA course developing outstanding practice which we feel will further impact on a continuous cycle of improvement by reflection and monitoring the quality of our practice. Both the CHASP'S and SWHA impact on the business as it shows that we care about the staff and children and their health and in turn generates business for us as well as prospective parents can see the hard work going into the nursery to make it successful.

We have found that we gain most of our feedback from parents who tell us through a variety of methods how happy they are. The following quality monitoring aspects are used in gaining views of both staff and parents with quotes we have had off parents:

- Thank you cards, letters, social media - *"My daughter has attended Little Cherubs since she was 6 months old. She leaves for big school in September. I don't know who will miss the nursery more ... me or her! Great team who love their jobs! I couldn't recommend a better nursery in North Cardiff!"*
- Employee of the month votes - *"X has genuinely been exceptional and made the whole transition from home to daycare so much easier. Her presence in our day to day life will be very much missed. What that we'd really like it known how much of a difference X has made for us and to see her recognized for her great work"*
- Viewing questionnaires - *"We were made to feel very welcome, all staff were very friendly and it had a homely feel"*
- New parent questionnaires - *"The report and the photo are lovely keepsakes. I've had lots of feedback on my son's progress throughout the week. X has made a real effort to build a relationship with myself as well as with my son which I appreciate"*

## Any further comments you wish to include

Maximum 500 words

- Movement of group questionnaires –“It was lovely to have a report of how my child has settled in. My child has settled in really well and it is all down to how fab you all are, thank you”
- Leavers questionnaires “My child has had a brilliant time, he has become much more confident with other children, formed great relationships with the girls as well as making some new friends”
- Yearly parents questionnaires “My children have settled well, big thank you to all the staff for helping with this and putting my mind at ease”
- Liaising with parents at events and daily handovers, there is a comments book from parents that is filled in after our yearly fun day.
- Yearly staff questionnaires “I am very happy within my role and the duties I carry out”.
- Staff meetings, appraisals and supervision and continuous verbal interaction – Available in staff meeting minute notes

Having such great feedback impacts on the nursery staff in a positive way as when compliments are received staff feel valued in their work. Happy staff always benefits the children and their well-being. Through this feedback we feel one of the areas we are particularly good at is the care of the children and the warm and friendly atmosphere the girls produce. The keyworker system works well and staff have great bonds with both the children and parents. This helps the parents when leaving their child for the first time in our care.

We have started having regular group leader meetings which we feel has helped us in our leadership and management as we can gain staff views and consult more and work together to come up with new ideas.

The above methods generated feedback for our quality of care report that we produced for parents earlier in the year which was sent out to all and is displayed on our notice boards. Feedback we gained was “A great read, you are all clearly doing a fabulous job, really don’t know how you do it. Thank you”. We felt we struggled to put all the information into the report as we had not based it around the 4 areas of the quality of care review. Therefore next time the questionnaires for both staff and parents will be produced with this in mind. We can then cascade the information directly into the 4 areas to work on. We feel our data collection could improve as our input from parents and staff yearly questionnaires was low thus making it difficult to get feedback for our report. We will look into ways to achieve better responses next time, although our day to day feedback is good from looking at our quality monitoring folder.

## Any further comments you wish to include

Maximum 500 words

We also found that our consultation practices with the children could be greatly improved. We struggled to get paper evidence to show the children's views on our service. However after consulting with staff we now feel that over the coming 12 months this will improve due to the new introduction of the quality monitoring board in the pre-school scheme with ideas such as photos and captions of circle time, daily emotions board, voting ideas for activities and photos the children have taken to name a few. We have more clear planned observation and evaluations due to new methods and paperwork which should also generate more feedback. We are aware of the importance of gaining the children's views so will be working hard to document this and find new methods to do so. This will then benefit the children as they will be getting a say more often and their views incorporated in planning more.

To help us with further data collection as management we have devised a way of recording information we can put into next year's SASS2 so we can continuously update this over the year. This will then be easy to use and see on a regular basis. This year we have included all staff in a meeting on ideas to put into the report and involved group leaders in helping with the final draft. This we feel has benefited staff as it gives an all-round view of the nursery and everyone's opinions.

We will meet our goals by following the action plan we have produced which has been made up of the points from the quality of care review, from filling in the SASS2, staff feedback and ideas from a recent course. We will work on the action plan involving all staff, in particular with group leaders at monthly meetings. We have made the plan achievable with the time frames we have chosen and have already started to implement the new ideas. We are looking forward to see how these will impact on the nursery.



# Declarations

CSSIW intend to share the information you have provided with Welsh Government Officials for the purposes of research.

For more information on this, please see our Fair Processing Notice: (<http://cssiw.org.uk/terms-and-conditions/how-we-use-your-information/?lang=end>).

Please select the box if you do not consent to the information being shared.

If you consent to CSSIW sharing your information, please select the box if you are willing to be contacted by Welsh Government officials, or those working on their behalf, in relation to research being undertaken by the Welsh Government.

## Please complete the following declaration:

I certify that the information I have provided is true and accurate to the best of my knowledge and belief and reflects the service at the date of submission. I understand that knowingly making a statement that is false or misleading may lead to enforcement action being taken by CSSIW.

Title

(Responsible Individual/Registered Person)

Signature

We will accept a typed-in name as your signature

Date