

**MUDIAD YSGOL FEITHRIN Y FELINHELI**

**Caban Clyd, Buarth Yr Ysgol, Y Felinheli LL56 4TZ**

# QUALITY OF CARE REPORT

2016-2017

PREPARED BY: Meleri Jones, Registered Person

Date: July 2017

## 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

#### **CHILDRENS VIEWS;**

**Children have formal and informal opportunities at the cylch to express their views.**

**At the start of the session staff gather the children to sing a song 'good morning how are you' or good afternoon how are you'. The children are then in turn asked about their feelings. They are given the opportunity and encouraged to speak about their feelings or they can choose a happy face, sad face, angry face or an indifferent face.**

**At the end of each session they are gathered again and encouraged to express their preference for play, what they enjoy doing and feelings.**

#### **PARENTS VIEWS;**

**Our staff are friendly and approachable and take the time to speak to parents whilst dropping off or collecting their children on a daily basis. They develop relationships with the children and their parents. This enables parents to discuss concerns about our service or their children with staff. Our staff are very reactive and any concerns can be addressed immediately.**

**We ask parents to fill in questionnaires, one during the first term and another at the end of the academic year. These are reviewed and actions are taken to address any weaknesses or failures.**

**We hold a parents evening once a year which gives the opportunity to formally sit down with parents to discuss their child's progress and developments. Children's progress and developments are assessed throughout the year and if staff have concerns they will ask parents for a more formal discussion.**

**We have a compliments and complaints policy and procedure in place.**

**Contact information and policies are included in our statement of purpose handbook.**

#### **STAFF VIEWS;**

**We hold regular staff meetings and staff are given an opportunity provide suggestions or raise concerns. They have regular weekly informal contact with committee members. We have annual formal staff appraisals.**

**Staff are also invited and encouraged to attend committee meetings and are asked to raise any concerns or suggestions.**

## OUTSIDE BODIES;

### GWYNEDD EDUCATION OFFICER

We have the support of Designated Local Authority Foundation Phase Teacher who visits regularly and provides advice, guidance and feedback. This service is vital. They support with self evaluation, planning and observations. They help measure improvements for continued evaluation.

### MUDIAD MEITHRIN

We are members of Mudiad Meithrin and their development officer has regular contact with staff and committee members to offer guidance, support and feedback. Support includes development of policies, health and safety procedures, human resources, and day to day running of the Cylch. They also offer management support to the committee.

We have received additional support from Mudiad Meithrin since February 2016 for new staff members including leader who is covering for maternity leave.

We are inspected by ESTYN and CSSIW – their latest reports are available on line.

### Numbers involved

Children numbers attending increase throughout the year and range from the smallest group of 3 in September 2016 to largest group of 19 by the end of June 2017. We have 15 registered for morning session and 28 registered for the afternoon session.

We have received 9 responses to the first questionnaire sent out and 10 for the second questionnaires.

10 parents out of 19 attended a parents evening.

We have 3 staff members all of which have had formal annual appraisals and regular contact with the registered person.

We have received 5 visits from our Designated Local Authority Foundation Phase Teacher between September 2016 and July 2017

Mudiad Meithrin Development officer has attended 3 committee meetings and visited regularly.

### Summary of responses

The children are happy and enjoy their time at the cylch. They settle quickly on the whole and there is positive reinforcement from staff to ensure they are happy and enjoy their time. This is evidenced by the responses given in circle time.

The children are given excellent opportunities to for play and are encouraged to make choices which promotes their independence.

QUESTIONNAIRE 1 – RESULTS OUT OF 9 RETURNED of the 22 given out February '17	
QUESTION	RESULT
What kind of welcome did you receive when you first visited the cylch?	The results show that parents are content with the welcome; RESPONSE; Excellent 5, Very good 3, Good 1
What kind of welcome do you and your child have at the beginning of each session?	RESPONCE; Excellent 5, Very good 4
What is your opinion about the care	RESPONCE; Excellent 7, Very good 2,

your child receives?	
What is your opinion of the resources and activities on offer to your child in the cylch?	RESPONCE; Excellent 6, Very good 2, did not answer 1
What is your opinion of the way you are informed about the activities which your child undertakes in the cylch?	RESPONCE; Excellent 3, Very good 4, Good 1, Satisfactory did not answer 1
What is your opinion of the arrangements made to discuss your child's development?	RESPONCE; Excellent 1, Very good 5, Good 1, Satisfactory 1 did not answer 1
How convenient are the times the cylch committee meets?	RESPONCE; Excellent 3, Very good 3, Good 1, Room for improvement 1, did not answer 1
How effective, in your opinion, are the methods to market the cylch?	RESPONCE; Excellent 1, Very good 4, Good 3, did not answer 1
<b>ADDITIONAL COMMENTS RECEIVED</b>	
<i>A 3hr session would be better</i>	
<i>Every time my daughter attends she's happy, and everyday she asks to go to cylch. She likes the children and teachers in the cylch. I have no complaints they do a good job.</i>	
<i>I've not received any info in relation to questions 4, 5, 6, and 7 so cannot comment. I feel it would be useful for parents and also a source of income for the cylch if dosbarth meithrin children were able to stay after 1pm with the cylch children. It would also be very useful and more economical for parents if we could pay using childcare vouchers that we can buy through salaries before tax.</i>	

QUESTIONNAIRE 2 - RESULTS OUT OF 10 RETURNED - July 2017	
QUESTION	RESULT
How effective was the information you received, verbally and written, whilst registering your child?	The results show that parents are content with the welcome; RESPONCE; Excellent 6, Very good 4
How effective were the arrangements to help settle your child?	The results show that parents are content how their child settled in the cylch; RESPONCE; Excellent 6, Very good 4
What is your opinion of the arrangements made to discuss your child's development?	The results show that overall parents are content but this could be improved. RESPONCE; Excellent 5, Very good 4, Good 1
How effective was the support you received by the cylch in relation to your child's transition to school?	The results show that parents are content how their child is offered transition to school opportunities. RESPONCE; Excellent 5, Very good 5
How effective were the events the cylch have arranged to help you socialise with other parents/carers?	The results show that parents are overall happy with the social aspect of the cylch but we need to assess how we can improve. RESPONCE; Excellent 6, Very good 2, Good 2,
<b>ADDITIONAL COMMENTS RECEIVED</b>	
Daughter has not been in the cylch for long but I can already see development in her confidence. No Concerns Staff friendly and approachable.	
My son has greatly enjoyed being at cylch and has made new friends before starting school.	
My child has extremely enjoyed their time in the cylch. His confidence as an individual has increased. He enjoys mixing with other children in a warm friendly environment. Much of this is thanks to Anti Sera, Anti Bethan and Anti Susan. Thank you very much.	
My child has learnt new skills by talking and socialising as well as skills that will be of benefit when starting school like reading and producing pictures.	
It is great to have a mobile phone number to contact.	
It can sometimes be difficult to find time to ask questions at drop off and collection as it is such a busy time.	

It would be useful to be able to contact outside of the cych hours.
Comment re payment childcare vouchers - which has since been resolved.

#### **STAFF VIEWS;**

Staff are happy in their work and enjoy working with the children. They work well as a team and develop good relations with parents. Staff feel supported by committee members.

The outside area is cause for concern with limited resources.

Sharing resources with the school is restrictive and there is sometimes tension, in saying that the relationship with the school has improved.

Staff are satisfied with the courses they have been able to attend. They have identified additional training required.

There has been a period of uncertainty in January in relation to staff being off sick and leaving without notice.

It was suggested the staff have a uniform which the committee have agreed to.

Staff need a YPO account so they are able to order supplies without having to ask a committee member to order.

ESTYN - Last inspection date was 2012

CSSIW - Last inspection report was December 2013

#### **GWYNEDD EDUCATION OFFICER**

We are expecting to receive the annual appraisal report in September 2017. Recommendations are given throughout the year and these have been followed.

**THIS QUALITY OF CARE REPORT WILL BE UPDATED ON RECEIPT OF THIS REPORT**

#### **Action to improve as a result of people views**

Outside area in need of improvement. The committee are applying for various grant for development of this area and this is ongoing. Some funding has already been awarded and we are planning to use some of our own reserves, amount dependant on availability at the end of 2017/18 financial year.

Equipment; Needs to be reviewed and purchases prioritised from a wish list. Laptop is a priority - grant has been applied for – outcome expected in September.

Information to parents; The noticeboard is situated inside and there is little opportunity for parents to observe during the busy time of drop off and collection of their children. Committee staff to consider email circulars/newsletters and possibly relocate the noticeboard outside where the parents wait to drop off or collect. Committee to consider applying for grants for this. Look into the possibility of making use of the schools text to parents system.

Evaluation; questionnaires need to be sent to parents every term for more consistent feedback. Also arrange 2 parents evening per year. There is a weak response for returning evaluation forms from parents. Develop on line forms of evaluation e.g. monkey survey.

**Childcare vouchers have already been introduced and the cylch is able to register on request. We are registered and have promoted that we are in the 30 hours free childcare pilot sheeme.**

**The committee have already agreed to change the cylch hours from September 2017 and will be offering extended hours and more flexible choice of sessions. This is for financial reasons mainly and requestes from parents. Information has been passed to parents. Committee needs to work with school to advise parents of dosbarth meithrin pupils of services.**

**Survey parents to ask opinions about joining the committee and review convenience of times of meetings. Expectations of committee members is in the handbook.**

**Ensure that all parents are aware of on how to contact staff and committee members.**

## 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

**Staff are friendly and welcoming in our small personal setting. They have excellent relationships with the children and chat and play, the children are at ease.**

**Staff are quick to recognise signs that children require additional support and promote positive relations which in turn ensures good behaviour and happiness of the children.**

**Children are made to feel valued, their ideas and interests are taken into account whilst developing play opportunities. The children are listened to with interest and are praised for their achievements.**

**Staff have good relationships with parents and there is daily contact with all staff members. Staff are good role models to children on how to build relationships, play together and share and follow Webster-Stratton techniques. There is always a relaxed and happy environment at the cabin.**

**We evaluate and assess the children daily to see what additional support they may require to help develop further. Assessment and development records are kept and we self-evaluate how the children learn. We also produce treasure books as a keepsake of their time at the club.**

**Our staff are confident in identifying the signs when children are in need of additional learning support, are happy to discuss with parents, and are aware of steps for redirection scheme.**

**All accidents are recorded in the accident book and all incidents are also recorded in an incident book. In line with the child protection policy, should staff have any unexplained concerns about a child's health or welfare, they may keep notes in a confidential book i.e. if a child has unexplained bruising or says or acts inappropriately. Staff would use any such record as means of monitoring and evidencing concerning situations before presenting to parents, raising with responsible persons or referring to social services and the police (in child protection cases).**

#### **Our priorities for improvement**

**We need to hold consistent structured staff meetings to discuss and plan lessons based on formal records taken of children's views. Staff to be given more opportunities to evaluate each other. Staff to consider; how we can improve, what to do differently next time and what worked well. Registered person to attend on in 4 or at least monthly.**

**Staff to be more consistent in passing on self-evaluation information to registered person and committee so that there is more involvement and support given by the committee/registered person.**

**Consider team building activities and opportunities to improve staff confidence. Possibly visit other exemplary services to learn and develop.**

**Feedback to parents needs to be improved. Introduce daily/weekly feedback forms to include what the children have done, what they have enjoyed.**

#### **Your assessment**

**Good: my practice is strong**

#### **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

**We offer a wide variety of activities which stimulate and enthuse the children. We ensure the activities change to facilitate children's individual learning needs and keep their interests.**

**It is clear that children enjoy their time and participate in all the activities. Activities are challenging are geared to individual children's abilities to help develop their education and personal skills.**

**We encourage the children to lead their own play whilst the staff take on the role of observer, intervening when called for. This allows the child to take ownership of their successes and begin to develop strategies for team working and preferred individual role.**

**We carry out individual assessment forms on each child who attends the Cylch, we observe them and then plan activities accordingly adjusting to each child's requirements. We carry out a focus task each week and asses each child on this task individually**

**The staff have the themes for the year mapped out well ahead of time but are flexible in planning activities based on preferences. This allows staff to follow their plan but plan according to children's needs.**

**The caban has been set out in foundation phase areas of learning to develop childrens skills and learning. We have 16 different possible work areas which are based on activities from the 7 core learning objectives. The children are able to choose which areas they want to work in.**

**We organise outings for the children and parties to celebrate special occasions to provide variety. We also arrange specific activities to cater for individual children.**

**Staff discuss with the children at every session what they have enjoyed enjoy and discuss their feelings. Using their knowledge of the children the staff will encourage the children to make a variety of activity choices throughout the week whilst still allowing for freedom of choice.**

**We support children who are shy or struggling to participate, they are gently encouraged by reducing number of choice in case they are overwhelmed?**

**Children are provided with fruit and milk or water and the service has a level 5 Food hygiene rating.**

**We partake in the healthy schools scheme to ensure that the children have the best opportunities for health and fitness.**

**As a committee one of our regular agenda items is to discuss and ensure staff training is relevant and up to date. We have a folder containing all certificates and details of mandatory training. We also check the Mudiad Meithrin website regularly for policy and procedure updates. New policies are read and signed by committee members and staff alike and are approved in committee meetings.**

## Your priorities for improvement

**Staff need to evaluate equipment - e.g. beebot, mouse for computer and provide committee with a wish list.**

**As previously mentioned we need to develop outside area and access to free choice of indoor/outdoor play. Committee to work on a solution which would ensure safety of any self build equipment by volunteers.**

**Introduce a second parents evening to discuss progress. Possible relocation of notice board for easier access to parents e.g. outside the caban door.**

**Provide a daily report to parents on child's feelings, play preference and food preference.**

**Introduce a more varied snack menu in addition to fruit e.g. cheese and biscuits, humus and dips. Provide information to parents of their likes and dislikes at the cylch. Include the children in the food preparation where possible. Evaluate how children are able to help themselves to water at all times without the risk of spillage/slippage risk. Parents to provide drinking bottle for each child.**

**Encourage parents to only provide healthy packed lunch and make regular suggestions of what to include. Staff to remove sweets and unhealthy food and return at end of session.**

**Reinforce good hygiene after toilets visits. Evaluate how best to supply children with liquid soap without the risk of spillages which would cause risk of slipping.**

**Observe new handover procedure and update risk assessment due to changes in hours and parents collecting from to door - first week in the new term.**

**Make more regular use of school hall for indoor space for physical activity and to familiarise the children with the school setting.**

**Make more use of Cai a Mai, Amser Caleb, Incredible Years and consider offering school readiness courses.**

**Formally record children's view so that their preferences can be worked into the staff's planning.**

**Staff committee to introduce open days for children to come and meet the staff and play, accompanied by parents, prior to them attending sessions.**

## Your assessment

**Good: my practice is strong**

## 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

We provide comfortable, safe bright happy environment for the children including the caban and outside area. We also make use of the schools wild garden.

A management contract exists between the Cylch Meithrin and Ysgol Y Felinheli. This contract was drawn up by the local authority and in relation to the maintenance of the Caban there is an understanding in place whereby any maintenance issues are referred to the Head teacher who is responsible person for managing maintenance on the school site.

Staff ensure that there is enough space and adequate resources to allow for the safe undertaking of each activity.

Staff attend fire safety and food hygiene training and are aware of the required space a child needs to learn, eat and play in.

**The caban has areas of learning including the reading area, crafts section, reading and writing areas, role play and home role play, opportunities to explore and discover, outside play, sand, water, sensory play, building, small world and music.**

**Staff have recently attended outside area and mud kitchen courses and have new equipment.**

**Resources are within easy reach of the children and there is room to comfortably move from one area to another. Any possible risk are removed and dealt with immediately.**

**Care for health and safety is taken seriously. Staff within the Cylch and school based staff who use the Caban at various intervals carry out regular risk assessments including daily and every term.**

**Toys that are broken or require replacement are immediately removed. The caban is inspected annually by fire safety officer, Pat testing, food standards, and is cleaned daily by the school cleaner. We have regular fire drills in conjunction with the school. Cleaning products used are those recommended by SGB officer. Policies are reviewed and adhered to.**

**The environment of the cylch comes under the annual self-evaluation procedure.**

### Your priorities for improvement

**Develop and strengthen working relationship with school to include setting areas for learning and sharing resources. Storage is a problem.**

**Sharing of information and strengthen cooperative working on risk assessments and safety procedures with the school.**

**Develop outside area with improvement to facilities and equipment.**

**Separate resting and reading area to designated spaces by September 2017.**

### Our assessment

**Good: my practice is strong**

## 4. Leadership and management

### Service Evaluation

The Cylch is governed by a volunteer management committee made up of parents. The committee is responsible for the running of the Cylch including appointing and management of staff, ensuring all regulations are met, financial management, governance, and fundraising. If a committee member takes on a specific role they are given the opportunity to shadow the current role member e.g. they become vice chair for one year before becoming chair, same with vice treasurer becoming treasurer after one year. Committee members are registered as trustees of the charity. Parents are encouraged to contribute to the running of the cylch.

It is vital that parents of children attending the Cylch contribute to the running of the Cylch. When fundraising activities in aid of the Cylch Meithrin are arranged, any contribution or support from the parents is greatly appreciated.

All new committee members will undergo a DRB check, induction and training. Members are expected to confirm that they are able to attend meetings regularly before joining.

Fundraising; The committee meetings are more focused on running the cylch. Fundraising meetings are held separately to ensure important discussions are not diluted with time for fundraising discussions. Fundraising meetings are held in a relaxed environment where the parents and members of the community are encouraged to attend. We are in a stable financial position and the changes in availability of sessions should help increase income.

Self evaluation procedures are in place including environment, how children learn and develop, working in partnership with outside agencies and organisations, control resources, improve quality and leadership.

Staff appraisals are carried out regularly. Staff are keen to progress their training and qualifications. Both of our leaders have expressed a desire to gain level 5 and our nursery assistant has registered to gain a level 3 NVQ in childcare and development.

We use self evaluation as well as outside input to plan for improvement. Improvement targets are set.

Policies and risk assessments are regularly reviewed with the support of Mudiad Meithin staff and resources.

### Your priorities for improvement

Timescales for improvement targets for staff members need to be set. Training programme needs to be proactive rather than reactive and further developed. Staff to evaluate each other. Staff to have a weekly meeting to develop learning resources and plan. Registered person to attend at least one in 4 which will be held in the evening.

We need to be clear in sharing responsibilities of joint leaders of the cylch.

Committee and staff need to develop better communication with parents and appoint a committee member to develop twitter and email circulars/newsletters, noticeboard updates. We need to

make better use of the website to include uploading documents; booklet and statement of purpose, quality of care report, operational plan, policies, registration pack (including all permission forms).

Closely observe impact on finances with new sessions being offered with a view to decreasing shortfall in finances. Use increased income to lighten the load on fundraising and give more opportunity for investment in equipment and resources.

Committee members to be more aware of day to day running problems of the cylch, more familiar with regulations, National minimum standards and policies/procedures. Introduction of more formal induction and training to new committee members.

Clearer information to be given to parents on the role of the committee and encourage more parents to join the committee.

#### **Your assessment**

**Good:** my practice is strong

## 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=en>).

<p>Please select the box if you do not consent to the information being shared.</p> <p>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.</p>	<p>xxxxx</p>
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### 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; Meleri Jones

Date: 19<sup>th</sup> July 2017