

QUALITY OF CARE REVIEW

Self-evaluation template for providers of childcare and play services

[Mae'r ffurflen gais hon hefyd ar gael yn Gymraeg](#) / This template is also available in Welsh

Your self-evaluation

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

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

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

When to use this template

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

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

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

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

About the self-evaluation template

The template is in two parts:

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

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

Questions you will wish to consider in your evaluation:

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

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

This part of your self-evaluation must record:

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

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

Methods of collecting views

(Maximum 500 words)

Our method of collecting the views was through both parent and child questionnaires plus through discussion with outside agencies. Parent questionnaires were accessible via an online survey site. Although this generated better results than in the past, we still wanted to try and gather even more responses so had questionnaires with pens/pencils ready for parents to complete whilst waiting for their children were getting their bags and coats etc. We had many more responses by doing this. The children completed their questionnaires whilst in Club, with the younger children being given help to complete these by the older children. All the questionnaires were completed anonymously to allow parents and children alike to feel they could truly express their feelings.

The questions we asked our parents included:

1. To the best of your knowledge, does your child/children enjoy coming to their sessions at Beech Tree Club/Wraparound?
2. Do you feel there are enough activities for your child/children to partake in?
3. Are there any activities you would like us to consider offering to the children in Beech Tree Club/Wraparound?
4. Does your child/children enjoy the snack that is on offer at Beech Tree Club/Wraparound?
5. Is there any snack you think we should provide that we currently do not?
6. Do you feel your child is safe at Beech Tree Club/Wraparound?
7. How would you rate the quality of care given to your child/children whilst they are at Beech Tree Club/Wraparound?
8. Do you feel the provision that is offered at Beech Tree Club/Wraparound is inclusive to all childrens needs?
9. How do you find the communication between staff and children?
10. How do you find the communication between staff and parents?
11. How satisfied are you with the online booking and communication system, Ipal?
12. Any additional information?

The child questionnaires asked the children to comment on the following:

1. Do you enjoy coming to Club?
2. Do you enjoy the activities?
3. What other activities would you like to do?
4. Do you feel safe in Club?
5. Do you enjoy mixing with the older children in Club?

6. Do you think staff listen to your thoughts and feelings?
7. Do you like the snack that we have in Club?
8. What would you like more of?
9. Do you enjoy the craft that is on offer in Club?
10. Is there a specific activity you would like to do in Club?

As well as the questionnaire, we hope our parents feel at ease and able to voice any suggestions to staff and that we are always willing to listen to them. We are available at drop off and pickup times should they wish to make suggestions at these times and try to create a friendly atmosphere at all times.

Numbers of children, parents, carers and professionals providing feedback

(Maximum 500 words)

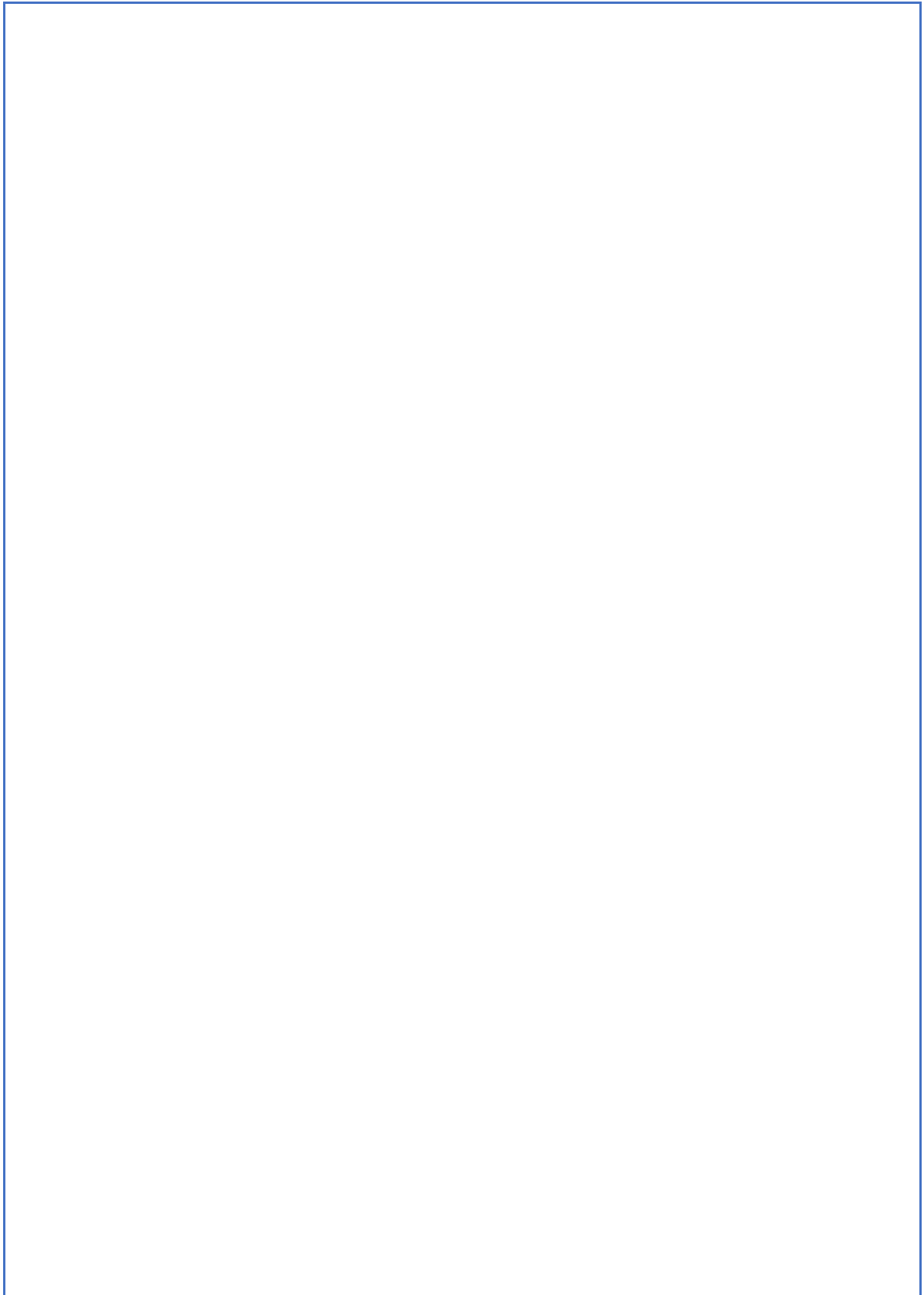
Once again this year, we used an online survey to collect our responses. The link for Smart Survey was sent via email to all the parents using their IPal account. This allowed them to complete the survey on their phones instead of having to use a computer or laptop.

Once again, we kept the survey anonymous to encourage the parents to complete the survey however, we only received 15 responses slightly more than last year when we received 12 replies. Judging from the responses, this was a combination of both Wraparound parents and Before/After School Club parents.

To help gather a better picture of parents feelings, we also had questionnaires ready by the gate at collection time along with pens and pencils. Whilst their children were getting their coats etc, more parents completed the questionnaire and left them for us to collect later on. Again, these were anonymous.

Altogether, using both methods of collecting responses, we had 30 completed questionnaires.

The child questionnaire was completed in small groups during Before/After School Club sessions with older children assisting the younger ones. We collected 30 responses from our children with an age range of 3 to 11.



Summary of responses

(Maximum 500 words)

Parent's responses:

1. 100% of parents stated that their children enjoy coming to Beech Tree.
2. 97% of parents believe that there are enough activities for their children to take part in with one parent stating they felt this sometimes.
3. This question only received 3 responses, 2 stated that they did not have any other activities they would like us to consider and one asked for sports coaches, biking and more hamma beads.
4. 80% of parents (24 ppl) agreed that their children enjoyed the snack on offer with 17% (5 ppl) said sometimes saying their children only sometimes enjoyed the snack. 3% said they did not enjoy snack, this is equivalent to one child.
5. When asked if there was any other snack they would like us to provide, only 17 parents replied, 13 said they would not change anything, 2 parents said they were unsure of what was provided and 1 parent asked for a couple of options so there was a choice.
6. 100% of parents said they feel that their children are safe in BT Club.
7. 90% of parents rated that the Quality of Care given at BT Club was very good with 10% (3 parents) saying they felt it was good. One parent commented that her child is always very happy in BT Club and feels that the staff are very caring. Another parent said they felt that their child's wants and needs were always catered for, encouraged to take part in activities but never forced.
8. 100% of parents felt that the provision given at BT Club was inclusive to all children with the ability to join in the craft if they wish. Parents said they felt that this was done brilliantly and that BT Club was an inclusive environment.
9. 80% of parents believe that communication between staff and children is very good with 20% feeling that communication was good.
10. 73% of parents felt communication between staff and parents is very good with 27% (8 parents) stating that they felt it was good. Very few parents gave any further information regarding their response, however, one parent did say that they felt they get a good breakdown of what their child has been up to or any issues that might have arisen.
11. 47% of parents were very satisfied with IPal, 33% were satisfied, 10% (3 parents) were indifferent and a further 10% were dissatisfied. Whilst this is a mixed response to iPAL, I always do my best to resolve any issues, booking or otherwise, as quickly as possible. Unfortunately, there is no reason why the system appears to be 'glitchy' but this can be very frustrating if it happens to a parent. The general consensus of opinion was that the parents are much happier with this system and being in control of their bookings and accounts.

Children's responses:

1. 100% of children enjoy coming to Club.
2. 100% of children enjoy the activities.

3. Not all children answered what other activities they might like, however, of those that did, there was a range of doing more art and craft, having board games, playing outside and having a basketball hoop. One child asked for more seating in the quiet area. There is a daily craft activity accessible to all children and we have bought some more board games that the older children enjoy. We have limited outside space and as a result, if the children want to go and play on the school yard where there is a basketball hoop and space to play football etc., they are able to do this daily. One child asked for more seating in the quiet area but unfortunately, space is a premium but we do have extra cushions they can use along side sitting on the sofa.

4. 100% of children felt safe in club.

5. 100% of children enjoyed mixing with the older children, this is a big increase from last year. The younger children felt that the older children become their friends and then can teach them new things. They enjoy the older children playing games with them. This was also highlighted in our recent CIW Inspection report "Older children enjoy the company of the younger ones".

6. 100% of children felt that staff listen to their thoughts and feelings with children commenting that they feel safe and happy. They said that if they are sad they know they can tell the Club staff about it because they are kind.

7. 100% enjoy snack.

8. There were lots of varied answers to the question of what they children would like more of for snack including pancakes, hot dogs, beans on toast and cheese and crackers. These are all snacks we already provide, although some only very occasionally as not the healthiest option and we keep them for party time.

9. 100% of the children enjoy the craft that is on offer.

10. The children would like to do more colouring, make more jewelry, have a better mudkitchen and have a basketball hoop/goal posts. Apart from the basketball hoop/goal posts, we already have these activities available regularly. Due to space constraints, we take the children onto the school yard for football and basketball.



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

(Maximum 500 words)

Parent views

As a result of parent views we aim to continue with our high quality child care on offer in Club. We will continue to provide lots of opportunity for craft, outdoor play and healthy snacks. We continue to increase the number and variety of organised activities we carry out taking into account the suggestions from our children. Since one of our Playworkers has taken on the role of planning and leading our high quality craft activities, we regularly have children waiting for a spare place at the table to take part in the craft that is on offer each afternoon. Parents continue to comment on the fantastic craft that their children are taking home each evening. In readiness for the start of each new school year, a large order is placed with YPO for extra resources to tailor activities to the requests of parents and their children for both indoor and outdoor play.

The vast majority of parents were happy with the snack we offer the children. We felt that from last years questionnaires, parents had a better idea of what was on offer at snack time however, this did not seem to be the case this year taking into account of some of the questionnaire responses. With that in mind, an email was sent out to all parents at the start of the new school year, detailing what exactly is available for the children. This showed a daily menu with alternatives if their child did not like the first option and what was on offer later on in the evening. We pride ourselves on having good, friendly interaction with the children and parents.

On the whole, parents are more used to the IPal system and are able to leave notes on the system for staff to read. They enjoy being in control of their own bookings, payments and accounts. Parents are used to the gate system and with us escorting the children out to them. This works very well and ensures we keep our children safe at all times. Parents feel they can communicate with staff easily at pick up and drop off times.

Every parent that answered the questionnaire felt that BT Club provided an inclusive experience for all children. We strive to ensure that every child that comes to our setting enjoys their time spent with us with staff checking regularly that all children are happy and content. We have also bought specific toys/activities that can enhance the play experience for neurodiverse children that may be in the setting. These are of course available for all children to experience should they wish to do so.

Child Views

Their suggestions for what they would like at the club have been very much taken into account and are at the centre of what we plan for. One suggestion was for a bigger climbing frame and which we had in place way through the summer term. We have bought a variety of games especially ones that the older children would like to play, having verbally canvassed opinion on the selection, along with more craft supplies and sports resources. The boys love having footballs and we always ensure this is part of our resource order.

We continue to maintain having one base where all the children can be together. The only time we separate the children is if the weather is so bad that we cannot use our outside area as well as the Lodge. Then we use the school hall or one of the registered classrooms for the Junior children. This happens so infrequently that the children do not mind this

when it happens. The same craft is available on both sites in this instance so noone feels that they are missing out on any specific activity.

We continue to make use of all the outside spaces including the school yard and playing fields.

We seem to have hit the right choice of foods for snack as 100% of the children asked were all happy with the selection on offer. We do listen to their choice of additional/different snacks and tend to add these in when we hold our parties.

Part B: The quality and standard of provision

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

Service evaluation – this is where you set out:

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

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

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

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

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

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

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

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

1. Well-being

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

Service evaluation

Questions you will wish to consider:

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

(Maximum 500 words)

We believe that Beech Tree Club provides children with care, love and support that encourages the children in our care to develop and have fun which benefits their overall well-being. The children are offered a wide variety of different play, learning and development experiences that are also tailored to individual need and provide suitable challenge for all.

We pride ourselves in developing strong, positive relationships with the children, that are built on respect. We aim to make all children feel happy, safe, cared for and loved within our setting with all of our staff striving to value each child as an individual.

Likewise, we feel we build exceptional relationships with our parents, this is something we deem to be vital. These relationships start from day 1 of a child starting in our setting and continue until our children leave us. Due to this, we work collaboratively with our parents to ensure our children receive the best care possible. This helps us to fully understand our children which means we can support our children's holistic well-being.

Children within our setting are all friends and are encouraged to respect each other. This generally means our children have exceptional teamwork skills and are always willing to help one another. This is especially the case for our older children who thoroughly enjoy being buddies to the younger children guiding them through school life. This is demonstrated by the children acknowledging the role the older ones play in helping them learn new skills.

Our children are actively encouraged to make their own decisions and choices about their play and learning experiences. We take pride in our ability to adapt and to plan in the moment to suit the children at that time. A craft might be prepared however, the children have voiced a preference of something different and so it can be changed. This is something that our children value as they can use their time with us to explore and investigate what they wish to, taking their development into their own hands. Our children are actively encouraged to try new things and take

part in controlled risk. All the children enjoy the activities on offer and find them interesting and stimulating. The children enjoy being given responsibilities and are confident to accept most challenges. This encourages both team building and problem solving skills where children need to discuss and plan their responsibilities with each task.

The social and emotional development of our children is extremely important to us. I believe that our children are physically and emotionally secure within our setting and are comfortable within the clubs environment. We pride ourselves on being completely inclusive to all children and will tailor our environment to meet the needs of our children. Our staff have good knowledge of ALN and are able to adapt provision to meet this to ensure all children are happy, developing, and safe.

All in all our children are extremely happy and confident at the club plus their independence is encouraged at all times.

Your priorities for improvement

Questions you will wish to consider:

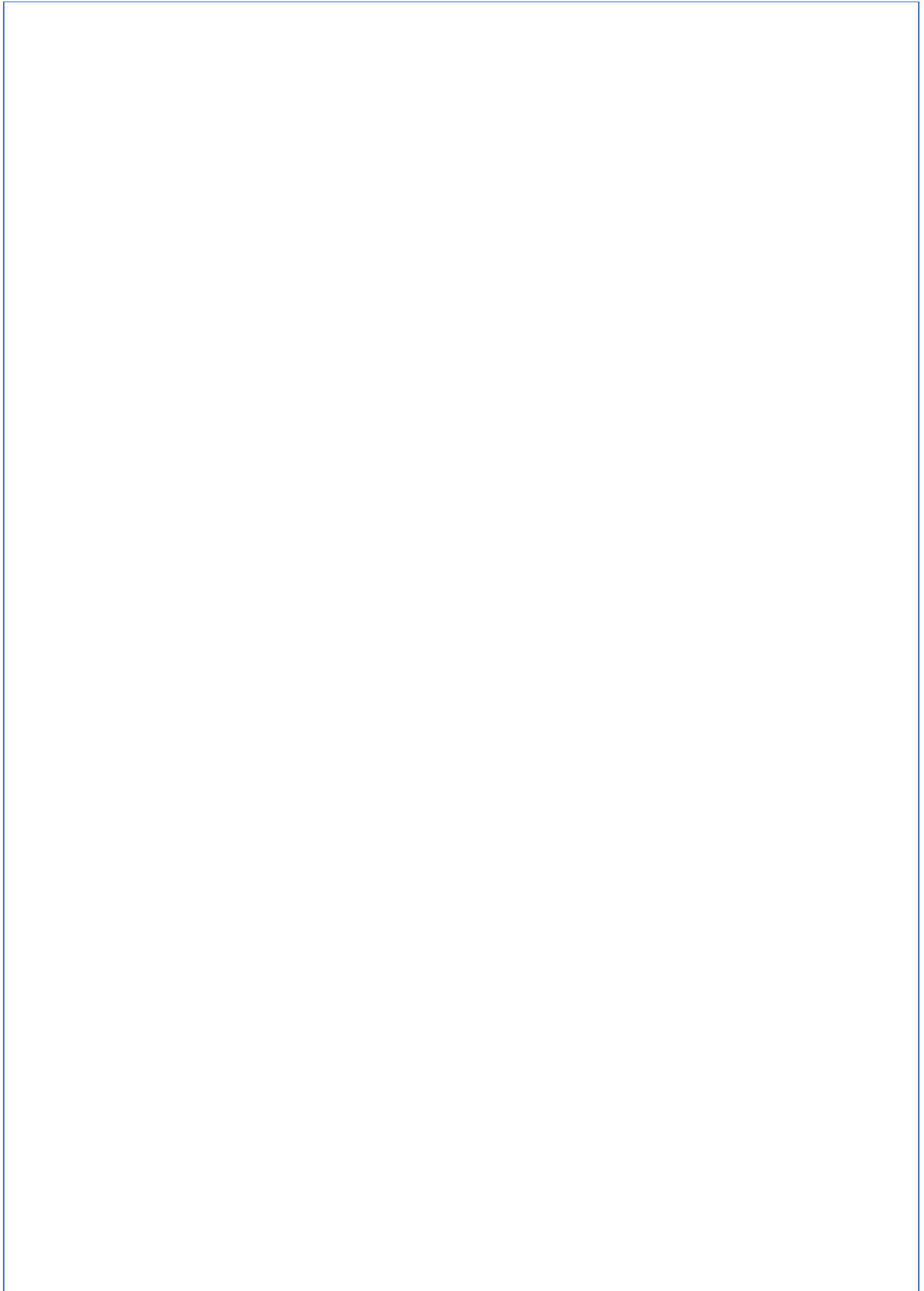
- What is it you want to improve?
- How will you measure improvements?

(Maximum 500 words)

Our priorities for improvement include

- continue to improve outdoor play space and opportunities including having 'spare parts' to encourage creative, imaginative play. We have just been awarded a grant to improve some of our outdoor equipment. This will hugely improve the outdoor opportunities that the children will have access to.
- improve the indoor play experience with a better selection of good crafted toys and accessories to encourage and enhance their creative and imaginative play. This will be covered partly from the benefit of a grant. We will persevere in applying for grants to continue to improve the indoor provision.
- continue to improve on planned activities. Our designated staff members plan and take into account children's feedback and alter/modify activities, to include 'in the moment' planning also. This is in both Club and Wraparound.
- continue implementing additional craft activities to encourage child participation and being flexible with the children's requests
- continue to improve staff communication. It is difficult to have staff meetings however, we still are able to make time at the beginning of a shift for short discussions. There is also a WhatsApp group where all staff can post thoughts or concerns that can then be discussed at the start of a shift.
- ensure manager is given appropriate opportunities to develop as manager
- continue to ensure a collaborative working environment
- look into the possibility of having 'sides' installed on the canopy so it is more usable during inclement weather.

These are all evaluated verbally by obtaining feedback from the children in the setting. Upon collection, the parents also comment on the excellent opportunities that their children have access to within the Club. Our relationship is such that should a parent wish to give us any feedback, they know that they are welcome to speak to us when they come to Club or they can leave us a 'note' on our Ipal booking system or send an email directly to the Club Leader.



Your assessment of well-being

My practice is (select one box only):

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

2. Care and development

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

Service evaluation

Questions you will wish to consider:

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

(Maximum 500 words)

We provide all children with a healthy snack whilst also offering a selection of fruit alongside. Fresh drinking water and milk is readily available and children are encouraged to bring drinking bottles in which can be refilled as many times as they want. We actively encourage children to drink a whole bottle of water a day.

We use all the outdoor space available to us and provide our children with as much opportunity to utilise this as possible. We will take the children outside in all-weather apart from extreme wind and rain. This is possible due to the construction of a large wooden canopy installed outside meaning we have shelter from any type of weather. We have lots of resources within our outdoor area and encourage our children to utilise this as much as possible. Likewise, to promote physical development, we partake in Cosmic Yoga and brain breaks to promote body movement. The children have just discovered Danny Go and particularly enjoy this and Cosmic Yoga when staff join in and repeatedly ask to do it again.

We consistently endorse children's rights and welfare by ensuring that all children are treated equally and fairly. Their wellbeing is our top priority at all times and we ensure their individual needs are met consistently. Children's rights are promoted through ensuring they have fair choices and equal opportunities at the club. We also ensure equality is a priority within our setting.

Mandatory staff training is kept up to date, including Paediatric First Aid, Safeguarding, Child Protection and Food Safety. We are aware that the NMS regulations changed in 2023 with regard to Paediatric first aid and Safeguarding and all staff have completed both the 12 hour First Aid and relevant level of Safeguarding courses. This assists us in being able to care for the children and their safety to the very best of our ability. We also have in our possession an anti chocking device, this was obtained through a charity and all staff have been made aware of how to use it should the need ever arise.

Some staff have also been trained to Level 1 in Makaton. This is an amazing tool to have and is used daily. The wraparound children have loved learning nursery rhymes and using the Makaton actions. It also aids communication with a specific child that access' the setting who is non-verbal. Should staff request any further training they feel would assist them in their work, this is also looked into and booked where possible.

We know that we contribute very well to the well-being of the children as the children are always happy and their parents are grateful for what we do. Lots of positive feedback is constantly given from parents further reiterating how much their children love being in Beech Tree and how happy and content they are with coming to us. The benefit to the children is that their health and well being is being cared for and hopefully the healthy habits we promote at the club will stay with them into adulthood.

Your priorities for improvement

Questions you will wish to consider:

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

(Maximum 500 words)

We continue to improve our outdoor area and still want to further improve the play experiences for the children. This is done by providing even more outdoor play equipment for them to enjoy. The children feel comfortable making requests for certain items and we take these board where possible .

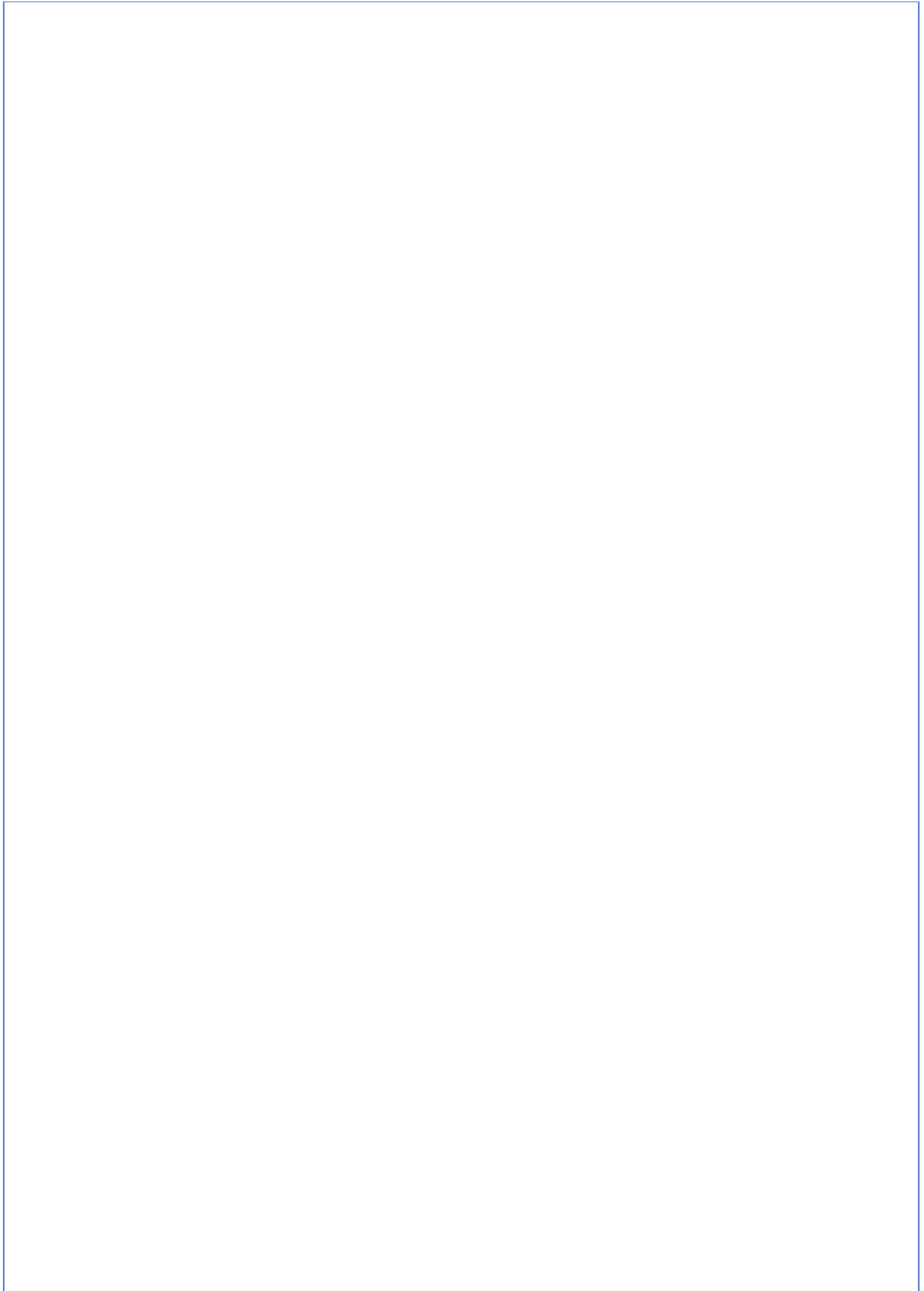
We have replaced our small climbing frame with a much larger structure. All the children love using this and there is quite often a queue waiting for their turn. This allows them to learn to self evaluate risk still within a controlled, safe environment while staff continue to monitor and oversee.

We have just been notified that a small capital grant that was applied for in June has now partly come to fruition. This will allow us to make huge improvements to the outdoor play experiences with specific additions such as a new, purpose build mud kitchen that the children had asked for on their questionnaires.

We purchased some sensory toys for our SEN children that attend After School Club. These have proven to be invaluable and continue to maintain inclusivity for all of our children. We are still hoping to get a further grant from Moneysupermarket to buy additional iPads/tablets as this is something that all the children enjoy using however, this has not come to fruition yet. We will continue to measure improvement through discussion with the children, their parents and through questionnaires.

We are also looking to improve our indoor area. Again, having just been notified that we are to receive some funding from a small capital grant, we will be enhancing inside the Lodge also. We will be purchasing some height adjustable tables and chairs. This will be specifically fantastic for our young Wraparound children who at present have to climb onto the adult chairs and sit at adult tables. We will also be improving our quiet area and our home area with a new purpose built kitchen made specifically for early years children. In the past, we have had to make do with kitchens that are for domestic use not a play setting.

Having had a comment last year stating that information sometimes gets lost between school and BT Club, we have capitalised on the request to school to ensure information is passed over to us. We now continue to ensure that if any incidents occur in school, we are made fully aware of them and are able to give all relevant details to the parents upon collection.



Your assessment of care and development

My practice is (select one box only):

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

3. Environment

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

Service evaluation

Questions you will wish to consider:

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

(Maximum 500 words)

The physical environment that we provide is welcoming, safe and warm. We have a variety of colourful displays in order to achieve a positive response towards learning and development in which the children feel enthused. These are regularly changed and are made with the help of all the children that attend Beech Tree and Wraparound.

We have a lovely eco lodge which is aesthetically pleasing to both children and parents. The wooden canopy built onto the side of the lodge has added to the look of the setting. The Lodge and the equipment is risk assessed regularly to ensure everything is safe and in good working order.

We have access to the school yard, school fields and our own garden. We also have access to the school Trim Trail which the older children enjoy very much. We make use of all of these areas weather permitting however we use our garden area in all weathers apart from extreme wind and rain. We have a variety of resources within our outdoor area including a climbing frame, multiple bikes, trikes and scooters, sand, water, mud kitchen, music walls, crates and lots of loose parts for imaginative play. We also have some sports resources. The mud kitchen, sand and water resources will all be removed in the coming weeks with more durable replacements.

We carry out regular fire evacuation exercises and on different days of the week to ensure we provide all children regardless of their regular days, the opportunity to practice safe evacuation. We also practice lock down drills to ensure the children know exactly what to do should we have to bring all them in due to an external reason.

Detailed risk assessments of the service we provide have been completed and all staff are familiar with them. The layout of the room means the resources are easily and independently accessible to the children. All resources are labelled making choice of play even easier for the children. We have moved to an open ended environment that allows children to take resources into any area such as construction materials in the kitchen. This provides our children with a greater opportunity for deeper, more imaginative play. Over the year we are constantly

buying new toys and replacing old ones, the home area with the kitchen is a particular favourite and this is one of the areas that is going to be replaced and enhanced with the grant money. We have also been given some additional bricks by the Childcare Development Team which will enhance our current amount of wooden bricks. This encourages the children to use their imagination and also to have collaborative play with others to conjure up great play experiences.

The toilets are situated within the Lodge and are easily accessible to the children with a combination of little and large toilets. We also have a disabled toilet. At present, we have no use for the disabled toilet and as this is a large room, our infant and wraparound children use this as a cloak store. Hand basins are all easily accessible and the children are encouraged to make use of these frequently. The younger children sometimes need gentle reminders.

We strive to keep improving the choice and quality of resources made available to our children at the club.



Your priorities for improvement

Questions you will wish to consider:

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

(Maximum 500 words)

Our priorities for improvement are

- We continue to explore the possibility to extend the Lodge building in some way to increase the capacity so we do not need to rely on the school building. The BT committee are also in agreement with this. We had suggested that we take over one of the spare mobiles when the school extension is built however, with the school build on hold at present, we will continue to use a designated space within school for the overflow.

- continue to improve outdoor play space and environment

- start improving the indoor play environment

- purchase more iPads/tablets

- taking on board a comment from a parent last year regarding storage for Junior childrens effects, we installed two coat rails within the front porch area by the main door. Although this is a small improvement, a further improvement would be to enclose this area possibly using perspex so as not to alter the light getting into the Lodge. This would keep all coats/bags etc safe from the elements. This is also a consideration for around the canopy and would allow this to be used in all weathers.

We rate ourselves GOOD the text box will not allow me to make a choice on the next page

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Your assessment of environment

My practice is (select one box only):

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

4. Leadership and management

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

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

Service evaluation

Questions you will wish to consider:

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

(Maximum 500 words)

Ernestine Dorans is currently Person in Charge and Registered Person. If she is not present, either Erika Beedles or Cathy Mayers-Jones are the Persons in Charge.

I, Ernestine Dorans, ensure all the National Minimum Standards and regulations are adhered to at all times. If there is any uncertainty about a particular standard or regulation, then CIW or one of our umbrella agencies is contacted for advice. Work continues to be done at the club to ensure that the service is up to standard. These include updating risk assessments and updating and amending policies. Keeping on top of such tasks is a main priority. All policies are available to be viewed by parents upon request with the SOP and Safeguarding Policy uploaded to iPAL and the school website.

The staff file is constantly updated and includes a record of all training completed with renewal dates, DBS renewal dates plus any other relevant information required. Termly staff supervision sessions are completed as well as annual appraisals and

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

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

include reference to any safeguarding concerns staff may have. All are regularly reviewed and updated. I have regular meetings with the Club Chairperson who is the other Registered Individual to discuss the running of Club and take on board any recommendations she might have to continue the successful operation of Club. We also have termly committee meetings. As the Registered Individual I ensure that staff are motivated and encouraged to continue to improve in their roles. All permanent members of staff are Level 3 CCPLD qualified having also the Level 3 Transition to Playwork qualification.

The views of children, their parents and also the staff are continually taken into account as this ensures we strive to offer a good quality service. Matters identified as needing attention from the questionnaires are addressed with explanations for those that cannot be resolved. We recognise our strengths and strive to address areas that need improvement to the very best of our ability. The statement of purpose and the parents handbook has recently been updated to ensure that all parents are fully aware of how to book last minute places if they are unable to do this themselves using the booking system. They also provide them with all the information they need to make an informed choice about using our service. These are both regularly reviewed and modified should there be a need and then uploaded on the iPAL booking system for parents to view at their leisure. As Registered Individual, I am always available to offer support and guidance. If this is not possible face to face, I am always available on the end of the telephone or via email. All staff have now successfully completed the new 12-hour Paediatric First Aid training in accordance with the new NMS along with the relevant level of the new Safeguarding courses. We always ensure that we conform to the ratios and operate with more than adequate staffing levels as set out by CIW in the National Minimum Standards, to provide the children with the best possible quality of care. As I and most of the playworkers work as teaching assistants at the school, the children are very familiar with us which helps to create a relaxed atmosphere in Club.

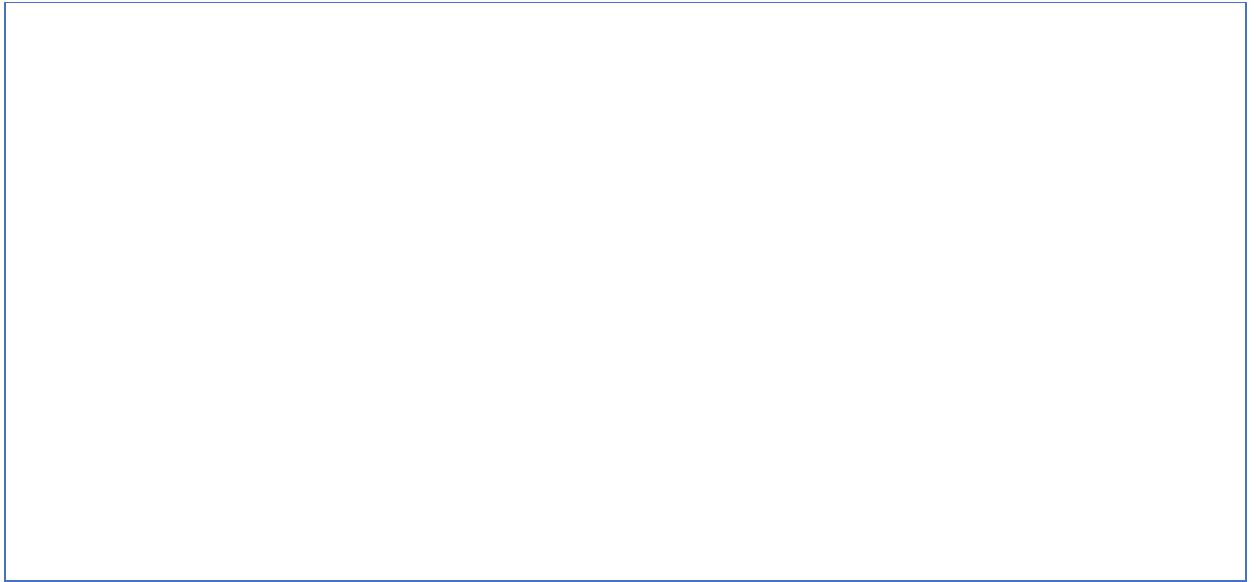
We always work closely with parents to identify the needs and preferences of their children before they start at the club. We foster close links with the school. There is a new headteacher within the school who is extremely supportive of Club and is always ready to offer support when needed.

I, along with the Wraparound Playworkers, have attended a course on Understanding Challenging Behaviour which we all found very informative. Lots of ideas were gained and all participants felt better equipped to deal with any arising situations.

Having completed the Planning in the Moment course previously, we all continue to use this whenever possible. We continue to look at ways to showcase our work, sharing more information with parents through displaying more photos and children's work. Our Wraparound children get a book at the end of their time with us, documenting through pictures, their regular highlights during their time in Club. This ensures a good, positive working partnership with parents and carers from the very beginning which ultimately promotes good outcomes for the children. We also hold a little ceremony for our Yr 6 Club Leavers with a signed card by all staff and children

within Club plus a gift. It shows we recognise them moving on but all want to wish them the best in their new journey.

Our private Facebook group is much loved by many of the Club parents who enjoy seeing the activities their children have taken part in. Many parents comment on how they love to see their children playing and accessing the resources within BT Club. This a private group and parents are asked permission first before any pictures of their children are posted.



Your priorities for improvement

Questions you will wish to consider:

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

(Maximum 500 words)

We constantly strive to improve the knowledge of our Playworkers. All of our permanent level 3 playworkers have completed the Transition to Playwork course.

We continue to tap into the knowledge of a previous member of staff, who is now an Early Years Teacher and remains a valuable asset to the Club with her knowledge and understanding. She continues to manage our Social Media Facebook page.

All members of staff have completed the new 12 hour first aid course. I have completed training in Understanding Challenging Behaviour and a PACEY course to help me become CIW ready both of which were very informative. All staff have completed Prevent awareness training and I have completed the Prevent referrals course also. I have also completed a Trauma Informed course. All staff hold a current Food Hygiene Level 2 certificate, myself included.

We continue to look at ways in which we can work towards sharing more information with parents such as displaying more photos, children's work. We continue to give our Wraparound children a record through pictures, of their time with us. This ensures a good, positive working partnership with parents and carers which ultimately promotes good outcomes for the children. Our private Facebook group has gained more parental interaction and involvement with many commenting on how they love to see the children playing.

I want to ensure that all staff have resources to hand to help them be the best Playworkers they can be. If this means specific training, I will endeavour to make this available to them. We are a small but supportive team and I am open to any and all suggestions that come from the team. I am confident in the knowledge that they feel supported by myself and feel that they can speak to me about any matters they wish to.

Your assessment of leadership and management

My practice is (select one box only):

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

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

(Maximum 500 words)

Beech Tree Club become a CIO in 2019 and continue to have a strong Chairperson and focussed committee. We meet once a term to discuss the running of the Club.

We are very fortunate and do not have a large turn over of staff, we are a small, tightly knit team. One of our playworkers left at the end of Summer to persue another career however, this was not a cause for concern at the time as our numbers had remained quite static. On looking at the bookings for the new school year, it was apparent that our numbers have risen slightly however, we are still able to maintain the ratios with the current staffing. Should the numbers increase significantly more, we will look at recruiting another Playworker.

The current playworkers have been with for us for a good number of years which in turn shows that our staff are very dedicated and enjoy their job.

I am fully versed in all the tasks I took on when the Bursar retired in 2022 with the exception of the accounting. Our current Treasurer has been invaluable with her wealth of knowledge and experience. I continue to work closely with her which gives me a greater insight to that side of Club.

The children continue enjoying mixing with all age groups with the older children once again taking on the 'buddie' role, borne out by the answers in their questionnaires.

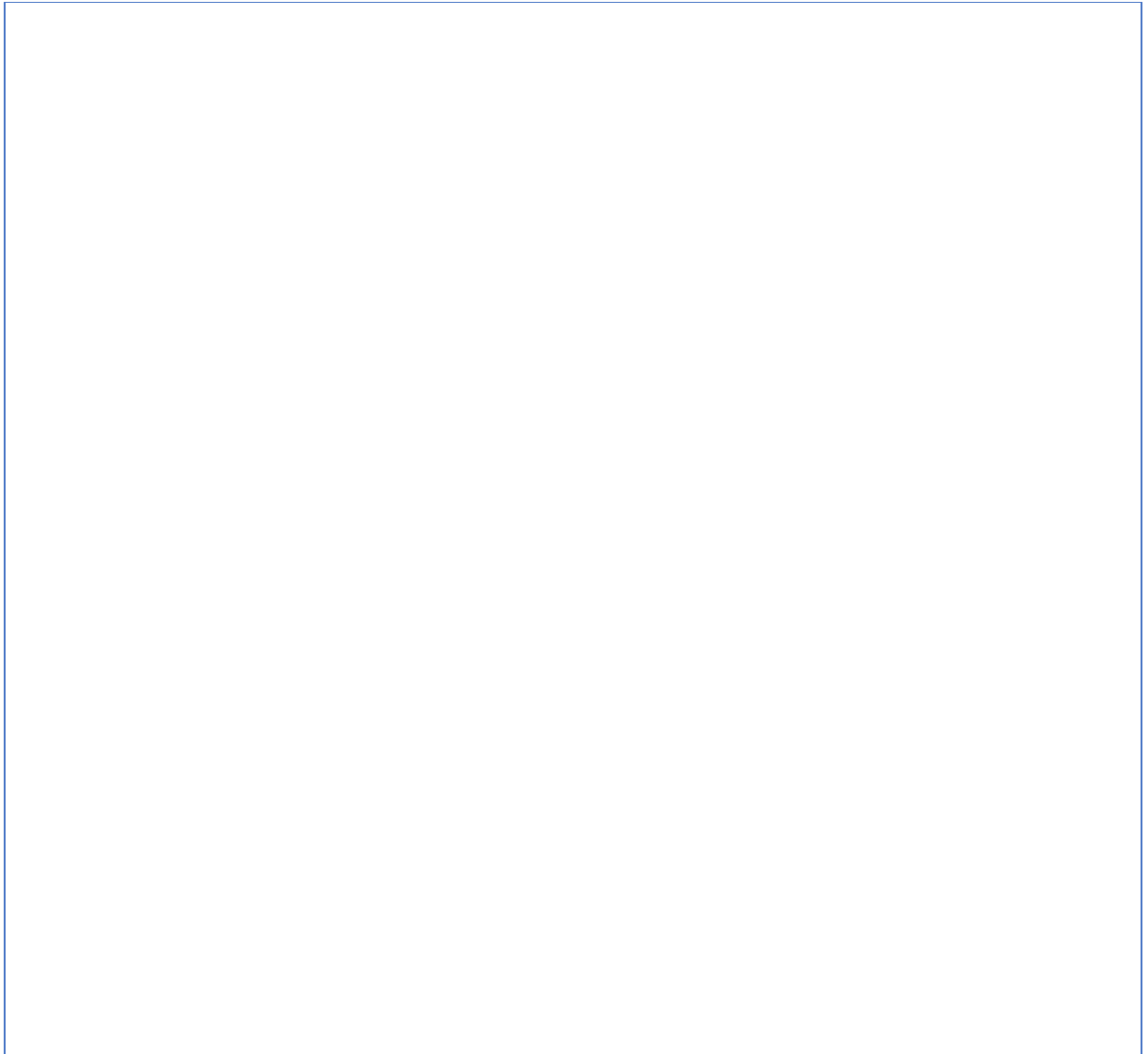
We always ensure our staffing:child ratios are well within the requirements. We continue to not need a Supernumary person in the mornings however, I am Supernumary for part of the afternoons to ensure that any issues are dealt with swiftly. We are confident that we fully comply with all the standards and regulations.

Inevitably there may be periods in the future where we need support but we are extremely fortunate to have CIW, Early Years Wales and Clybiau Plant Cymru Kids' Clubs to contact when matters arise. The support we have received from these bodies through the pandemic was invaluable. The pandemic took its toll on our numbers. It has become apparent that many parents are now returning to the office and in turn, we have seen a substantial increase in the number of children being booked in for later collection. Word of mouth definitely helps as our children thoroughly enjoy their experiences and tell their friends. I get asked many times from children in school if they can come to Club as they hear about the fun activities their friends do with us. We regularly have a little boy that cries when he is collected - he does not want to leave his friends and the fun that he is having in Club.

In terms of improvements for us, I feel we already have a solid foundation that is recognised by both parents/carers and children alike however, we all strive to add to this by whatever means are at our disposal to make BT Club even better.

We had our CIW inspection in July this year. It was a very positive experience where we were rated 'Good' in all four areas. Personally, our inspector told me that for 'Leadership' we were just short of 'Excellent'. I felt very proud of this as it was an outside agency confirming that I am completing my job to the best of my ability.

It should be noted that I am only part of a fantastic team of Playworkers who all go above and beyond in their daily roles.



Name of Responsible Individual/Registered Person:

Ernestine Dorans

Signed:

Date:

20/11/2024