

## 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)

XLWales holiday club collects the views of parents and children by a number of methods.

Parents have been asked to provide feedback via facebook posts and on the XLWales website

Comments have been collected from email correspondence.

Verbal comments from both parents and children are passed onto management.

Online questionnaire sent to parents

Children's views and opinions are listened to during the sessions and these views taken on board.

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

(Maximum 500 words)

Feedback has been collected from children and parents during the past year of running the holiday club.

Due to the limited face to face contact with parents since the pandemic - they are only greeted at the gate, they are not permitted on site - the feedback has been reduced for the past few years, However XLWales received a number of emails and questionnaires which provided feedback.

An online questionnaire was sent to all the families currently on the booking system.

## Summary of responses

(Maximum 500 words)

Below are some of the responses we have received from parents (names of children have been removed).

We love water fun day and crafts. We especially like Clare and Julie!!!!

\*\*\*\*\* is asking for more challenges as he loves them 😊 .

Thanks so much for the club. Really feel is well organised and kids love it.

\*\*\*\* really enjoyed today.

\*\*\*\* is really enjoying xl- so a massive thank you to you and your team.

\*\*\*\*\* absolutely loved her first time with you last week and can't wait to come back tomorrow!

\*\*\*\*\* and \*\*\*\*\* loved water fun day last Thursday!

The boys loved today so much they're desperate to come again.

The results from the online questionnaire were as follows - the options for ratings to choose from were Excellent, Good, Satisfactory or Poor

How do you rate the quality of care at XLWales Holiday Club? 100% of responses Excellent.

How would you rate the activities at the Holiday Club? 100% of responses Excellent.

How would you rate the staff at the Holiday Club? 100% Excellent.

How would you rate the cost of the Holiday Club? 66% Excellent, 44% Good.



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

(Maximum 500 words)

The feedback about the Holiday Club from parents has always been positive. We do take on board the comments from the children during the sessions as to what outdoor play equipment they would like, new challenges we could do and games we could play and try and implement as many of these as we can.

The staff take on board the comments and suggestions from the children daily and adapt the challenges to meet the needs and requests. The games played are mainly chosen and requested by the children. XLWales feels it is important to listen to the children which makes them feel valued.

## 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)

There are a number of children who attend the holiday club whose well being in particular is taken into account. Many have increased in confidence and have become more independent since we have known them.

The holiday club has had a number of children attending with Neurodiverse conditions such as Autism and ADHD. In discussions with parents/guardians and Swansea Council for some children, additional support has been funded to enable the children to have the best possible experience and support whilst attending the Holiday Club. This enabled the children to become more confident, increased well being and increased engagement in the activities.

XLWales has had discussions with the parents/guardians about how best to support the children and management strategies and Swansea Council have been fully onboard to ensure that the children can access an out of school childcare environment that fully supports the children attending.

The feedback from the parents and progress the children have made has been extremely positive.

XLWales has always been fully inclusive and we request details of additional needs or medical requirements on the consent form. If anything is identified, then additional conversations are held with the parents to ensure the wellbeing and safety is considered at all times for those children.

XLWales ensures an environment where all children can flourish and be treated with respect. There are many children who have been attending over a number of years and we have been able to see them grow in confidence and develop. A child who has speech and language delay first attended 4 years ago and had very limited speech when she first came. Over the years she has initiated interaction more and more with staff and children and her language skills have increased immensely. We feel we have created an environment where she feels comfortable and which enables her to communicate and interact more.



## 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)

XLWales aims to find ways to continuously improve the service provided.

Continued training of staff will help to meet the needs of children and ensure staff are up to date on issues and policies that are in place.

XLWales would like to continue to improve on the activities on offer and provides additional outdoor equipment items, which encourages the children to be more active during outdoor breaks.

We will continue to work with children with ALN and to help them to be fully involved in the activities.

Improvements will be measured by training staff and identifying children who demonstrate increased confidence and well being whilst attending the holiday club.

XLWales assessment of wellbeing is good.

## Your assessment of well-being

My practice is (select one box only):

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



## 2. Care and development

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

### Service evaluation

Questions you will wish to consider:

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

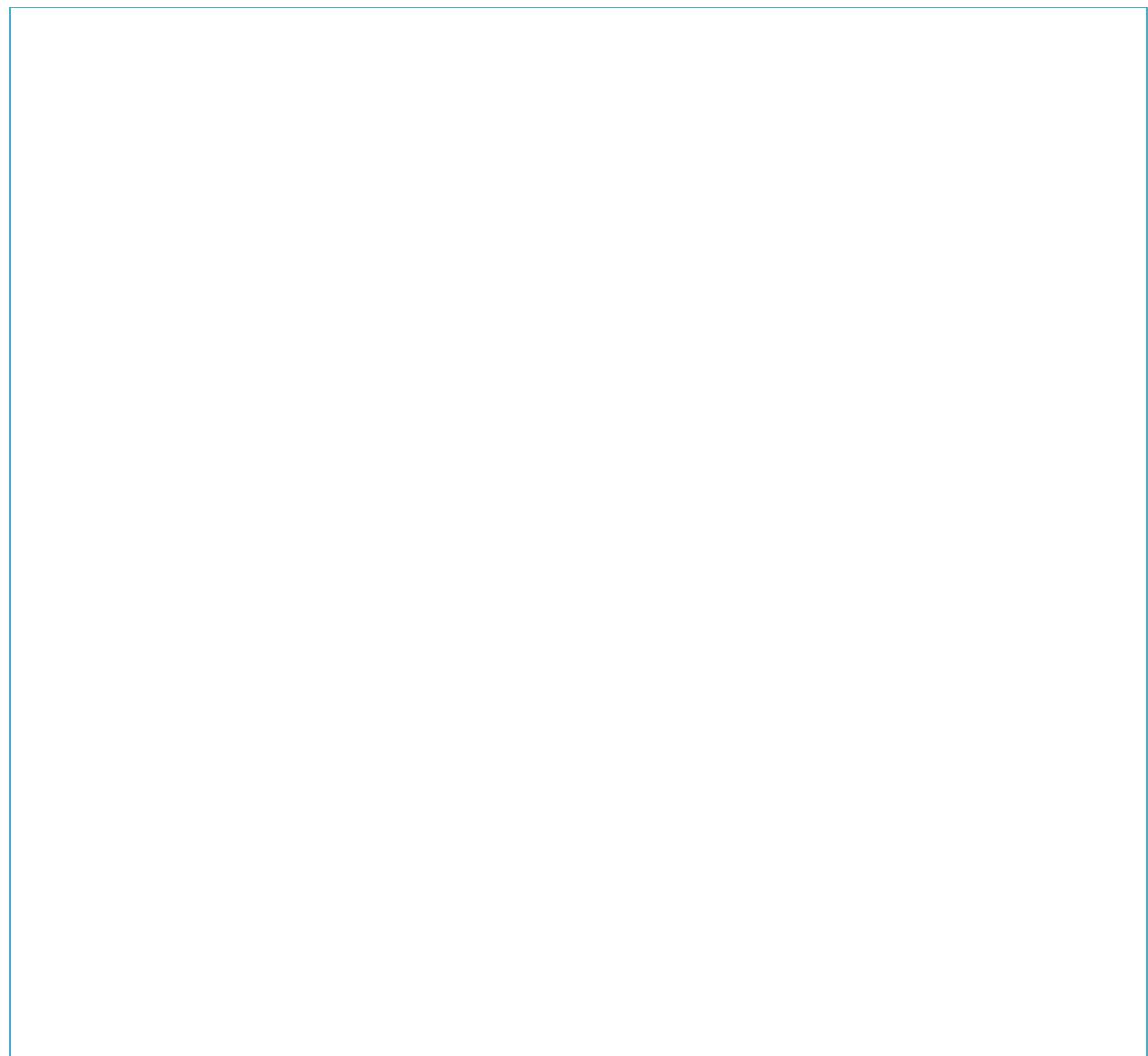
(Maximum 500 words)

The holiday club provides a safe environment for all children. It encourages all children to be physically, mentally and emotionally healthy.

The club has children from a variety of local schools and therefore all children mix and develop friendships with children they have met through attending. Often this leads to continued friendships outside of the club as well.

The holiday club has children attending from age 3 -11 years old and many of the older children interact and play with the younger ones. The younger children often look up to the older ones and the older children develop skills in assisting the young children with their models. There is a caring nature to all the children and they help and look out for each other.

It has been noted by both staff and parents, that a number of children who have additional needs have increased in confidence and have developed socially whilst attending.



## **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)

Ensure staff are fully trained on Additional Learning Needs.

Encourage staff to identify children who may require further assistance and help in meeting needs, physically, mentally and emotionally.

Encourage the older children more to work with the younger children on activities to develop their own skills and confidence building.

XLWales assess care and development as good.

## Your assessment of care and development

My practice is (select one box only):

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

### **3. Environment**

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

#### **Service evaluation**

Questions you will wish to consider:

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

(Maximum 500 words)

The Holiday Club is based in the gymnasium building of Oystermouth Primary School and is rented for the periods required. Therefore XLWales is restricted to the physical environment and cannot make any changes. As it is a Primary School the environment is appropriate for use by the club, with a large indoor space and outdoor spaces available.

XLWales has tried to utilise the outdoor area as often as possible. Parents are asked to provide children with appropriate clothing for both warm & colder weather to ensure that all children are comfortable being outside for prolonged periods of time.

The building and surrounding buildings could do with some updating but this is out of our control as they are maintained by Swansea Council. XLWales does, though, make the environment for the holiday club as good as it possibly can be.

## **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)

XLWales will continue to review the environment available to the children and enhance in any way that we are able to, within the restrictions of a rented building.

XLWales rates the assessment of Environment as good.

## **Your assessment of environment**

My practice is (select one box only):

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

## 4. Leadership and management

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

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

### Service evaluation

Questions you will wish to consider:

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

(Maximum 500 words)

The management team of the Holiday Club has been involved in running the club for over 20 years and therefore has a wealth of experience of childcare over this period. The management reviews the club and feeds back this information to the board of trustees.

It is ensured that all staff have their training needs met with safeguarding training and first aid in particular. 6 staff this year have attended first aid courses. 1 member of staff has completed a Level 3 playwork course.

Policies are reviewed annually and all copies are circulated to staff and signed when read.

It is the responsibility of the management to ensure all the National Minimum standards are met.

XLWales works with Clybiau Plant Cymru Kids' Club and this helps us to keep up to date with current issues and they are always available should we ask for advice.

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

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





## 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)

To continue to hold reviews of the club and all policies.

Ensure that management are fully trained and up to date on latest legislation and regulations.

Ensure all staff are suitably trained and qualified for the positions they hold.

Improvements will be measured by the number of training courses attended.

XLWales rates leadership and management as good.

## Your assessment of leadership and management

My practice is (select one box only):

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



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

(Maximum 500 words)

The form/template would not allow us to tick the Tick boxes for each section. XLWales Holiday Club can be rated good for each section.

The Holiday Club has been successfully running for over 20 years and as such policies and procedures that have been put in place are ones that have been reviewed over time and changed when necessary.

The structure of the day to day running of the club has stayed the same, as it is a successful routine that all the children are used to. In 2021 XLWales ran with restricted numbers due to social distancing requirements. In 2022 this was lifted and the holiday club was able to take bookings up to 64 again.

After Covid, bookings have dropped because many parents' working circumstances have changed, eg more people now work from home. Pre Covid, the highest number of children in a day was 58. In 2022 the number was 34. Many of the older children have now left and therefore increased marketing is now required to bring in younger children.



Name of Responsible Individual/Registered Person:

Clare Phillips

Signed:

Date:

17/10/2022