

Ysgol Penrhyn Flying Start

(including BaT Club)

**Quality of Care 2019-2020**

**PART A: Service details and the views of those who use it**

Method of Collecting Views

Questionnaire’s for parents with following questions:

1. My child is happy to attend the club.

2. I feel that I have made the right choice of childcare for my child.

3. My child is encouraged to behave well.

4. I have good relationship with club staff.

5. Staff are approachable and willing to discuss my concerns.

6. The club communicates information well.

7. I don’t know what my child does at the club each day.

8. I am concerned that my child is bored and unhappy at the club.

9. The club is helping my child become responsible and independent.

10. The club offers a good range of play opportunities and activities.

11. I feel that the quality of service reflects the fees charged.

12. The club opening times meet my current childcare needs.

13. I am happy with the snacks provided by the club.

Parents were then asked whether they strongly agree, agree, neither agree or disagree, disagree or strongly disagree. There was a section where parents could also write what the setting are doing well, what it could do better and any other comments.

Children were also given questionnaires. The questions were:

1. Do you enjoy the activities at the club?

2. Do you like the snacks and breakfast?

3. Do you like the toys in the club?

4. Do you like playing outside in after school club?

5. What do you think about the staff at the club?

6. What do you think about the place where the club is held? (Main room, toilets, outside.)

The children were asked whether they like it a lot, if it was ok or whether they didn't like it. Smiley faces were used to make it more appropriate for the younger children. There was also a space for children to say anything additional.

In addition to questionnaires, information was also collected through:

1. Informal discussions with parents during drop off and collection time.

2. Staff meeting to provide feedback on what's working and what needs to improve.

Numbers of children, parents, carers and professionals providing feedback

Parents:

12 - Breakfast & After School Club

5 - Flying Start

Children:

12 - Breakfast & After School Club

Summary of Responses

Parent questionnaire responses:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Strongly Agree** | **Agree** | **Neither agree or disagree** | **Disagree** | **Strongly Disagree** |
| 1. My child is happy to attend the club | 82.4% | 17.6% |  |  |  |
| 2. I feel that I have made the right choice of childcare for my child. | 88.2% | 11.8% |  |  |  |
| 3. My child is encouraged to behave well.  | 88.2% | 11.8% |  |  |  |
| 4. I have good relationship with club staff | 100% |  |  |  |  |
| 5. Staff are approachable and willing to discuss my concerns. | 100% |  |  |  |  |
| 6. The club communicates information well  | 58.9% | 41.2% |  |  |  |
| 7. I don’t know what my child does at the club each day.  |  | 23.5% | 5.9% | 41.8% | 29.4% |
| 8. I am concerned that my child is bored and unhappy at the club. |  |  |  | 35.3% | 64.7% |
| 9. The club is helping my child become responsible and independent. | 64.7% | 35.2% |  |  |  |
| 10. The club offers a good range of play opportunities and activities. | 76.4% | 5.9% | 17.6% |  |  |
| 11. I feel that the quality of service reflects the fees charged. | 58.9% | 35.5% | 5.9% |  |  |
| 12. The club opening times meet my current childcare needs.  | 58.9% | 29.4% | 5.9% |  |  |
| 13. I am happy with the snacks provided by the club.  | 64.7% | 29.4% |  |  |  |

In the written section several parents commented on the great communication staff have with both parents and children. A few suggestions were made for improvements; extend opening hours, a secure lock on the door with a doorbell, and parents signing children out when picked up. A number of parents have suggested that a holiday club would be beneficial to them.

Child Questionnaire Responses:

|  |  |  |  |
| --- | --- | --- | --- |
|  | I like it a lot | It’s ok | I don’t like it |
| 1. Do you enjoy the activities in the club? | 100% |  |  |
| 2. Do you like the snacks and breakfast?  | 100% |  |  |
| 3. Do you like the toys in the club? | 100% |  |  |
| 4. Do you like playing outside after school? | 100% |  |  |
| 5. What do you think about the staff at the club? | 100% |  |  |
| 6. What do you think about the place where the club is held? (The main room, toilets, outside.) | 100% |  |  |

In the written responses several of the children said that they love going to the club.

Improvements we have made or will make in response to feedback.

COMMUNICATION WITH PARENTS

23.5 % of parents agreed that they don’t know what their child does at the club each day. As a result of this the staff in Flying Start have made a conscious effort to continue to update displays of children’s work. In BaT club the supervisor has made a book showing photographs of activities. This is located on the parent noticeboard and is available for parents to look at during drop off and collection. To make more improvements we will be installing a display board in BaT club room; this will allow for display of all the brilliant craft work the children complete during after school club.

To improve communication further BaT club staff have started to use the SeeSaw App. This allows them to share photographs of the children when they're completing activities. Furthermore, it allows parents to be notified about any changes or updates to the club. Staff have said that not all parents use the App; we have agreed that more advertisement is needed and support should be given to parents to help them access it. In addition, we would like to begin to use the SeeSaw app in the Flying Start and Wraparound sessions. BaT club staff will help train the supervisor in how to do this.

ACTIVITIES

17.6% of parents neither agreed nor disagreed that the club offers a good range of play opportunities and activities. As a result of this supervisors are now doing weekly plans a week in advance. This allows them to ask the children what they would like to do, purchase any resources and inform other members of staff. The resources on offer for activities have also been audited and cleaned. More resources need to be purchased. Staff are using a pupil voice box to gain information about what resources the children would like, for example, one little boy wants a penalty practice target. For the provision to be able to fund the purchase of more resources we will be applying for the Free Childcare Offer Grant in November. This will go to panel in January.

OPENING TIMES

29.4% of parents agreed that the club opening times meet their current childcare needs, with 5.9% saying they neither agreed nor disagreed. We will be looking at extending the opening times of the after school club to 6pm. We've recently (September 2019) opened our Wraparound provision. This was highlighted as a need by parents of nursery children who attend Ysgol Penrhyn. This has, so far, been very successful with 10 children on roll. Our aim over the next academic year is to begin a playgroup that runs alongside Flying Start and to start a holiday club. The holiday club will be ready to operate from the summer holidays of 2020.

SNACKS

29.4% of parents agreed that they were happy with the snacks provided. In the foreseeable future the setting would like to provide the children with the opportunity to suggest what healthy snacks could be served. During the inspection portion size was an issue in the after school provision. Staff have now read the 'Food & Nutrition for Childcare Settings' by the Welsh Government. They are now consistently serving the correct portion size of healthy food options. During the re-inspection juice was served during snack time at the after school club. In order to follow health guidelines only water and milk will be available across the setting.

DOORBELL & DOOR LOCK

A parent put forward the idea that the after school club should have a lock on the door that should only be used by adults. Following the suggestion the supervisor has actively researched the best type of lock and has gained advice about how to fit it.

**Part B: The Quality and Standard of Provision**

**1. WELLBEING**

*What we do well*

FLYING START

Children communicate their wants and needs with staff responding positively; this has been witnessed on several occasions by myself. It was also highlighted in the recent report.

Children within the Flying Start setting make a great deal of progress in terms of personal and social development. The improvement of language is a particular strong point. This is evident through the on entry and exit assessments that are carried out. Development is great due to the continuous observation of children and production of next steps.

Parents have commented on how supportive the staff in Flying Start are. They are very grateful for the support given in toilet training, with the partnership of the Flying Start Health Visitors being invaluable and greatly appreciated by both the parents and staff.

The partnership between school, health visitors and the link teacher helps ensure that the needs of all the children within the setting are met especially during transition. The Flying Start supervisor has regular contact with the early year’s teacher and organises for the children to frequently visit the early years setting. We know this strong level of communication has a positive impact because the children settle down into the early years setting very well.

WRAPAROUND

This part of the provision is in the early stages. However, several things have been implemented already. A person who works in the early years classrooms brings the children down to the setting and helps them settle in whilst the children have their dinner. This helps the children to feel secure. An open day has also been held to provide staff with an opportunity to meet parents.

BREAKFAST AND AFTER SCHOOL

 Staff feel that a major strength of this provision is the relationship they build with parents. This is also evident from the parent questionnaire with 100% of parents saying they have a good relationship with club staff and that staff are approachable and willing to discuss any concerns. This benefits the children and their families as it allows great communication and a sense of trust to develop.

Furthermore, all the staff in this section of the provision also work within the school setting. This is beneficial to the children as it allows for smooth transition as staff are aware of individual needs e.g. behavioural, medical etc.

*Priorities for Improvement*

**ROUTINE**

Issue

Good routines for the Flying Start children, but lacking for the After School Club children.

Solutions

Routines are now clearly specified and followed daily. Routines are also displayed in the setting and shared on parent noticeboards.

Next Steps

* To review routines after six months to see if they need amending.

**BEHAVIOUR**

Issue

During the inspection it was noted that interactions with staff in the after school provision were negative, with some children showing a lack of respect towards property and people.

Solution

A number of steps have been put into place, for example, getting one-page profiles from the school. Setting rules have also been discussed and agreed with all children who attend the after school club.

Next Steps

* Staff to attend appropriate training which aids them in dealing with challenging behaviour.
* Keep a record of behaviour. This will allow us to monitor when challenging behaviour is happening, what causes it, whose (staff and child) involved and how it’s dealt with. This information can be reviewed frequently to see if there are any patterns.

**CHILD FILES**

Issue

Children’s files not coherent or easily accessible. They did not have relevant information – no medical information etc.

Solution

Children’s files now have all relevant information including doctor information, medical history and emergency contacts. All children’s files are updated and the registered person, manager and supervisors are aware of what needs to be in the children’s individual files.

Next steps

* Manager to perform spot checks on files to ensure all information is up to date and well organised.
* To train senior staff so that they are aware of how to update and set up children’s files.

*Assessment of Well-being*

Our practice is:

|  |
| --- |
| Excellent: Our Practice is exemplary  |
| Good: Our practice is strong |
| Adequate: Our practice requires improvement |
| Poor: Our practice requires significant improvement |

**2. CARE AND DEVELOPMENT**

*What we do well*

FLYING START & WRAPAROUND

The children are supervised within the appropriate ratios. Registers are accurately kept. Staff follow appropriate food safety practice regulations which are followed in line with the settings policies. Behaviour is managed well with staff using several behaviour management techniques e.g. singing songs at snack time to help keep the children focused. There is a focus on encouraging manners and using please and thank you. A warm, caring and nurturing attitude is consistently witnessed between the staff and children. Activities are planned based on children’s previous next steps.

BREAKFAST & AFTER SCHOOL CLUB

This area has improved drastically since the inspection. The club is now operating within the registered numbers of 12. The registered person regularly monitors this. Daily registers of children and staff are kept up to date. Activities are now being planned a week in advance. The activities are all being evidenced using photographs.

*Priorities for Improvement*

**Activities, planning and themes**

Issue

No themes or clear planning. Activities very adult lead especially in after school club.

Solutions

Clear themes that are clearly evident throughout the setting, for example, celebration days to celebrate cultures. Activities are now being planned a week in advance. The activities are all being evidenced using photographs.

Next Steps

* To assist Staff in implementing more of the above e.g brain storming sessions to produce ideas
* Ensure all staff attend child initiated outdoor learning training
* Yearly planner of events

**Registration Numbers**

Issue

The setting was registered to have 12 children in at any one time. However, the register person wasn’t aware of this and up to 16 children were often attending.

Solution

Only 12 children are allowed to attend the setting at any given time.

Next Steps

* Re-inforce that numbers HAVE TO be abided by.
* Manager to routinely audit registers to ensure numbers are being abided to.
* Manger to do spontaneous spot checks to ensure numbers are being abided to.
* Follow disciplinary action if numbers are not abided to.
* Apply for variation of numbers – increase to 19.

**First Aid Training & DBS**

Issue

When the setting was inspected in April 2019 none of the breakfast and after school club staff had up to date DBS or paediatric first aid training.

Solution

All staff are now fully DBS checked and trained in paediatric first aid.

Next Step

* Manager to produce a staff training matrix to ensure updates are kept on top of.

*Assessment of Care and Development*

Our practice is:

|  |
| --- |
| Excellent: Our Practice is exemplary  |
| Good: Our practice is strong |
| Adequate: Our practice requires improvement |
| Poor: Our practice requires significant improvement |

**3. ENVIRONMENT**

*What we do well*

FLYING START & WRAPAROUND

The room which Flying Start and Wraparound operate from is a warm, safe and welcoming environment. It has beautiful displays that show off the children’s fabulous work. There are a wide range of fantastic, well maintained and age appropriate resources. The outdoor area is well utilised and secure.

 *Priorities for Improvement*

**Infection Control Audit**

Issue

The Self infection control audit highlighted that we need to improve:

* colour coded mops and buckets
* no auditable cleaning schedules
* no toy cleaning schedules
* cleaning was not carried out every day in all of the areas needed

Solution

Colour coded mops will be purchased. Staff have been assigned responsibilities for cleaning the setting, toys and equipment. The setting will have cleaning schedules for staff to sign off when they have been completed. The individual rooms will have also have a cleaning schedule to mark off when the toys and equipment have been cleaned and by whom.

Next Steps

* To ensure implementation and understanding by staff of the need to adhere to the above

**Resources & Organisation**

Issue

Limited resources in after school meaning children are not being fully engaged. Disorganised setting with limited structure and no clear areas.

Solution

Visit other settings to gain knowledge of best practice and to see resources. Then ask children what they would like to see in their club. Use this knowledge to make a bid for the Childcare Offer Grant.

Next Steps

* Once new resources are purchased organise into appropriate areas e.g. paint and craft, small world, role play, reading area, chill out zone etc.
* Have suitable resources out and available to children instead of locked away in cupboards. This will promote free choice and creativity.
* Make office area less intrusive of space.
* Make after school setting more welcoming by displaying children’s art work etc

**Fire Safety**

Issue

Staff in the after school club could not show sufficient evidence that any fire drills had taken place.

Solution

Two supervisors attended fire awareness course in July. Manager produced a fire drill timetable in conjunction with the site fire marshal. This timetable will ensure that all staff and children will experience a drill as they will happen at different times of the day. Manager also put together a grab bag for staff to use in an emergency. This contains foil blankets, high vis, torches, first aid kit etc.

Next Steps

* Ensure supervisor on duty completes fire drill evaluation form following all fire drills. This should be stored in the health and safety folder.
* Manager to monitor this is being completed.
* Update fire awareness training when necessary.

**Risk Assessment**

Issue

Staff in the after school club could not show sufficient evidence that risk assessments had taken place.

Solution

Supervisor has completed a risk assessment of after school and breakfast club.

Next Steps

* Update risk assessments of all areas – kitchen, toilets, walking down from school, outdoor area.
* Complete these as one whole setting instead of two individual (Flying Start/After School).
* Ensure they are correctly dated.
* Update them whenever necessary e.g. if there is any building work.
* Manager to support staff in completing them.

*Assessment of Environment*

Our practice is:

|  |
| --- |
| Excellent: Our Practice is exemplary  |
| Good: Our practice is strong |
| Adequate: Our practice requires improvement |
| Poor: Our practice requires significant improvement |

**4. LEADERSHIP AND MANAGEMENT**

*What we do well*

ALL OF SETTING

The setting has one consistent positive in this area and that is the brilliant relationships staff have built with parents. This is visible on a daily basis and is highlighted in the parent questionnaires.

**Staff Communication**

Issue

No regular staff meetings. There have been no recorded official meetings with all staff in the provision. Staff meetings tended to be separate i.e. Flying Start and After School. No recorded meetings with registered person.

Solution

The manager has only been in position for a couple of weeks and has organised one team meeting. Meetings will now take place at least every 6 weeks. Records of these meetings will be retained on file. A file of minutes will be available for staff and the management committee to access.

Next steps

* To create a timetable for team meetings, ensuring they happen at least every six weeks.
* Discuss whether fortnightly management meetings would be useful (at least for the foreseeable future, to help accommodate all of the necessary changes).
* Organise an AGM for management committee.

**Staff Practice**

Issue

Consistency of quality of Care and practice based on NMS.

Solution

Spontaneous observations by the manager will be taking place in the setting from November. This will highlight areas that may need to be developed or addressed

Clear expectations of practice will ensure that practitioners are aware of the standards required to work within the setting.

Next Steps

* Provide staff with rationale and knowledge of the NMS so that they are aware of what they are expected to work to and can exceed.
* Monthly feedback through supervision by manager.
* Monthly quality checks on planning, assessment and observations by manager.

**Staff Qualifications and Training**

Issue

All after school staff require the play worker qualification. Staff are not being updated on training opportunities

Solution

As an organisation we are committed to the continual professional development of our staff. The manager will now actively seek continuous professional development opportunities for all staff. These will be based around what is discussed and found in supervisions and appraisals.

Next steps

* A detailed training, learning and development plan will be formulated for all staff throughout the setting.
* All staff including supply relief staff will have access to supervision, training, learning and development.
* To call emergency staff meeting if a problem occurs or a complaint is made to make all staff aware and to act on any concerns promptly and efficiently
* Innovative and bespoke learning and development packages to be developed

**Staff Appraisals and Qualifications**

Issue

Formal performance management system not in place.

Solution

Performance management systems have been put in place these include, monthly supervisions and observations, annual appraisals and monthly check of distributed tasks.

Next steps

* Manager to ensure that this is happening on the agreed basis.
* Manager to support staff through these implementations.
* Record all supervisions, observations and appraisals. These to be stored in relevant section of staff file.

**Staff Files**

Issues

Staff files did not contain all required information e.g. references, emergency contacts etc and information was not separated appropriately.

Solution

The manager has overhauled the staff files which are more streamlined and user friendly and contain all information required to meet regulatory requirements.

Next Steps

* To train supervisors so that they are aware of how to update and set up staff files and are aware of regulatory requirements in relation to staff information.
* Encourage all staff members to take ownership and responsibility for ensuring that all information in staff file is up to date. This to be monitored as part of the monthly supervisions.

**Policies**

Issue

Two sets of policies were being used within the setting. Some were not up to date and had never been reviewed.

Solution

Manager has worked hard to reproduce polices that amalgamate the two previous sets together. These are more cohesive and allow for smoother running of the setting.

Next Steps

* Ensure that all policies are reviewed annually at a minimum. Policies will be updated whenever necessary if needed.
* Statement of purpose will be reviewed every September or as needed.
* Management will inform all staff, parents/carers and CIW of any changes that are made.

**Evaluation on Service**

Issue

No quality of care has been completed for the whole setting. Reflection by management and staff is minimal/non-existent. This limits the scope for much needed improvement.

Solution

Quality of Care Report to be developed annually and shared with staff, parents and CIW.

Next steps

* Get feedback from children, parents/carers, professionals etc.
* We will collate all actions and recommendations onto an action plan with clear timelines and lines of responsibility. This action plan will be a working document and will be shared with all staff and parents so that we are transparent and accountable.

*Assessment of Leadership & Management*

Our practice is:

|  |
| --- |
| Excellent: Our Practice is exemplary  |
| Good: Our practice is strong |
| Adequate: Our practice requires improvement |
| Poor: Our practice requires significant improvement |

**CONCLUSION**

I, Amy Colley, as manager of the childcare provision at Ysgol Penrhyn, have completed this Quality of Care Review. I officially took on this post on 14th October 2019 after previously supporting the registered person in a voluntary capacity. In previous months I, alongside the supervisors and registered person, have worked exceptionally hard.

As a teacher and former pupil at Ysgol Penrhyn I understand the importance of this childcare provision to the school, children, parents and wider community. For the school it offers another selling point. For the children it provides a safe, secure place to have fun. For parents it provides a trusted childcare service. For the wider community it offers support in the shape of health visitors etc. As a result of knowing all of this I will personally ensure that this club strives to be exceptional, because that is at the very least what the school, children, parents and wider community deserve.

I understand that there is still a lot of work that needs to be done at our setting, but I am looking forward to the challenge of getting it done to the very best of my ability. With commitment, correct management and hard work this setting can (and will) be exceptional. One that we can all be proud of.

Name of Manager: Amy Colley

Signed:

Sunday 27th October