

Llanddulas Playgroup
Quality of care review 2012

Background

Llanddulas Playgroup is registered by the local authority under The Children's Act 1989, and is a member of Wales PPA. We provide sessional care five mornings a week, 9am - 12.30pm during term time, with a maximum of 24 places for children aged between 2 years 3 months and 5 years. The playgroup works to an adult child ratio of 1:6. We welcome children with Special Educational Needs. We operate a key-worker system so children are observed and monitored by the same person to ensure continuity.

There are 4 members of staff and 1 volunteer. The supervisor is qualified to NVQ level 4 and all other staff and volunteers are qualified to NVQ level 3. They each have a valid first aid certificate and 3 members of staff have a basic food hygiene certificate. Staff have attended numerous courses funded by Wales PPA and the LEA throughout the year, and will continue doing so to keep up to date with relevant training.

This review of quality of care should be read in conjunction with the playgroups policies and procedures which were reviewed in May 2012 and describes the current planned approach to developing and maintaining the highest standards of care.

The children are observed using the seven areas of learning through the foundation phase and progress is recorded of significant achievement in development of Personal and Social development, Well-being and cultural diversity, Language, literacy and communication, Mathematical development, Welsh language development, knowledge understanding of the world, Creative development and Physical development. These records are analysed and provide the basis for evaluation of the learning potential of activities and decisions about which activities may be most beneficial for the development of an individual child.

The children have enjoyed trips to the Blue Planet aquarium, Conwy Quay, Mermaid seafood wholesalers and to The Abergele Grill Café to enhance their topics and learning experiences. They have had a visit from Santa at the Christmas party which took place at The Dulas Arms Hotel. We have forged strong links within the community and the children have enjoyed visiting the main school site to take part in Welsh sessions with MR Urdd, Formula one race day activities and to use the ICT suite.. Children have been introduced to LEA staff who have come into the group to deliver Welsh sessions, and the group has also provided work placements for pupils from Ysgol Bryn Elian..

Two successful ventures this year have been the introduction of a library book scheme, where the children are given opportunities to borrow books on a weekly basis, and the introduction of forest school sessions once each term. This year the children have visited a local woodland, the beach and the forest school setting on the main school site, where they have been encouraged to become independent learners and take an interest in the surrounding environment. An open morning was held in July to showcase our premises and what we have on offer, and many prospective parents attended. They were able to view our floor books and photo albums to see what activities the children partake in. We have also now got our own website www.llanddulasplaygroup.co.uk where you can find out all the information you need and view the very many photographs of the children that we have taken. The playgroup received a CSSIW inspection in April 2012 and are happy to say that all went well and we received a glowing report with the only recommendation from the inspector being that we displayed staff photographs and a list of their qualifications on the notice board. This recommendation has already been met

Monitoring the Quality of Care

We aim to continue our good practice and success by ensuring the children and their parents benefit from a service that is effectively monitored. We endeavour to achieve this by raising the standards of care and education offered to the children, raising the status of the group within the community, raising the morale of staff and improving access to sources of public funding.

All staff meet every half term to discuss ideas for continuous improvements of all services provided and progress on previous actions. Records of these meetings are retained in the form of an action plan. An annual survey of parents, children, staff and outside agencies is undertaken as part of the continuous improvement programme. Any advice and recommendations from LEA, Wales PPA and CSSIW is also important in improving and developing the services provided by the playgroup. We also use the continual observations made on the children and the LEA progress record report as a means of identifying areas that we feel need to be developed.

Parents satisfaction survey

In line with the recommendations of National Minimum Standards for Sessional Care issued by CSSIW, we issue a satisfaction survey to all parents in April of each year. In the 2012 survey 26 questionnaires were issued and 19 were returned. This was considered to be a good response. The results were as follows

1. Did you receive a good welcome when you initially visited the group?

17 yes

1 very good

1 absolutely

comments included staff very friendly
let us have a good look around
a really warm welcome
lovely welcome from all staff
staff all helpful and friendly
staff were welcoming and informative
a warm welcome

2. Were you provided with all the information you required prior to your child commencing at the setting?

18 yes

1 did not require any information as other children were attending

comments include we received all the necessary information
received an information pack
was given information on times, prices, activities etc and given policies and procedures folder to read

3. Is your child happy and settled at playgroup?

15 yes

3 very happy

1 totally

comments include really enjoys attending
enjoys her mornings at playgroup
loves coming and enjoys telling us what he has been doing

4. Do you feel your child is progressing well at playgroup?

14 yes

2 definitely

1 excellent progress

2 seems to be

comments include my child is now interested in books and has started to tell us stories.
Enjoys singing both English and Welsh songs he has learnt in playgroup..
Progressing very well and becoming more confident.
Although she has not been attending for long my daughter is singing and counting in welsh.

Interacting well with others.
Language skills have improved dramatically.
Speech is developing well.
Counting and welsh has really come on.
Every week, every day!!

In response to the 2 parents who said they feel their child seems to be progressing, we have an open door policy where parents can come inside and view their child's work and see pictures of their child at play. We send home end of year reports and a developmental progress file to all 3 year funded children. Staff are also available at the start and end of each session to speak to parents about any aspect of their child's progress.

5. What activities does your child enjoy at playgroup?

Comments included cake baking, mud/sandpit, story time, singing.

Outside, dinosaurs, trains, water,
 Drawing, painting, playing outside, sandpit and building blocks
 All the activities
 Painting, playing outdoors
 Painting, reading
 Water and sand play, outdoors
 Reading stories, playing with friends, painting
 Painting, playing, drawing, singing
 Painting
 Painting, playing in the water, role play, drawing and writing, storytime,
 snacktime
 Playing outside, forest school activities, listening to stories and craft activities.
 Painting, colouring and storytime
 Painting, outdoor play and eating
 Assembly, reading, playing, all of it!
 Outdoor activities and painting
 Sandpit, bikes, singing, art and craft
 Water, sand, paint

We felt that the responses covered most areas of the curriculum that we offer although except for singing there was no mention of musical activities, so we will endeavour to provide a wider spectrum of musical activities and try when possible to invite musicians in to the group and take the children to musical workshops when available.

6. Are you kept well informed of what your child has been doing whilst at playgroup?

16 yes
 1 most of the time
 1 sometimes
 1 no

comments include most of the time I am informed about what the children have done.
 My child goes straight to nursery class from playgroup so I don't get to see the playgroup staff again.
 Yes the board tells us what they have been doing each day.
 Yes I get told when I pick her up and the board outside is very good.
 Yes by the board outside.
 Yes via his grandma who collects him.
 Yes everyday I have a little chat with a member of staff when picking him up.
 There is also a notice board everyday that provides information of daily activities that the children have been doing.
 The addition of the board outside has been a great help in knowing what she's been doing.

Yes, the staff write each day on a board outside.

In response to the parent who said no, we are now leaving the noticeboard in situation until after the children have been collected from the afternoon nursery session.

7. Would you feel comfortable about raising concerns or worries with staff?

17 yes
 1 very comfortable
 1 definitely

comments include Yes all staff are approachable
 Yes all members of staff are friendly and approachable
 Very approachable
 All the staff are friendly and helpful
 The staff are lovely and caring, always with a listening ear.

8. Do you feel that staff treat each child as an individual and take their personal preferences into consideration?

14 yes
 1 definitely
 1 always
 1 I think so
 1 as far as I am aware

1 I don't know

comments include the staff know the children very well
from what I have seen the staff are very good with all the children
the staff are very thoughtful on the needs and preferences of each child

All staff ensure that they are familiar with the children's records and know the children's likes and dislikes. Careful planning is undertaken to ensure that children are given opportunities to develop their learning potential whilst playing in their favoured areas.

9. in your opinions are the premises safe and secure?

16 Yes
2 Very secure
1 Absolutely

Comments include A good location tucked away in the school field.

10. were you aware that during the last summer holidays playgroup was open for one day a week to allow for continuity of care, and to offer prospective parents the opportunity to view the premises? If you did use this facility was it beneficial to you?

13 Yes
3 No
3 N/A

Comments include we didn't live in the area then
Didn't know as my daughter didn't attend then
Was not here during the holidays and will not be again this year.
I wasn't aware, though this would be a beneficial facility
A good idea
Would be beneficial again this summer
Very beneficial as 6 weeks is a long time for a 3 year old.
I did benefit from it.
We used the facility and it was beneficial as it kept her in a routine throughout the summer and she was confident going back in September.
I used this facility to allow continuity of care, I found it useful and my sons liked attending the sessions.
Did not need to use it.
We didn't need it.
My child used these sessions during the holiday period. This was very beneficial as I feel the six weeks holiday would have meant he would not have settled as well into the setting in September as he did. I hope that the sessions are available this year too.

Due to staff holidays and building maintenance we decided to limit the number of children who could attend so did not feel the need to advertise this facility outside of the playgroup, therefore children who did not attend at the time would not have been aware of the facility. The idea behind the sessions was to provide continuity for the children who had only recently started at playgroup. This facility was subsidised by the playgroup and whether it takes place this year will be dependant on the playgroups financial situation.

11. Does your child partake in the library book reading scheme? If so do you find this service helpful?

16 Yes
3 No

comments include my child really enjoys reading her new book each week
most books are well received by my child
We really like this service, a very good idea, we enjoy getting new books every week to read at bedtime
Nice to have a new book every week

She loves bringing a book home and reading it together
My son loves bringing books home
She loves receiving the books. They are read every night until she has to return it. It has helped with language development.
It is nice to have new books to read to my child with, and he likes the stories and rhymes.

My son enjoys reading his reading books from school.
A great idea. Thought one book was a bit distressing to him, perhaps slightly old.

All parents were given the opportunity to enrol their child for this scheme, but not everyone took up the offer. Although one parent thought a certain book to be a bit distressing and slightly too old for their child, it was checked and found to be age appropriate, and had been loaned out over 10 times previously with no concerns raised.

12. Do you visit the playgroup website? Is it informative enough and are you happy with the contents?

16 Yes

3 no

comments include good to see the images

I occasionally check the website and enjoy seeing the photos of what the children have been doing

I have visited it a couple of times and thought it was very good.

It is a brilliant site. I love the photos.

Just had a look and really impressed with the pics.

Lovely pictures.

Visited the website prior to my daughter starting, it had lovely pictures of what the children do, lots of information. Very good.

Very informative.

The website is fantastic, thank-you to the staff.

Have used it before and the information required was all available, also nice to see the pictures of what the children have been doing.

We look at the website often and print photographs off of my child working.

Very happy with the contents and information it provides.

On all newsletters it reminds parents to regularly check the website to view updated photos. Some parents have requested that their child's pictures are not to be displayed on the website so this could be an indication as to why some parents do not visit the website. No children are identified on the website to comply with our safeguarding policy.

13. Has your child enjoyed forest school sessions?

13 yes

1 definitely

1 they have not attended any sessions

1 not sure what it is (sorry)

1 not sure if he's done any yet

1 ??

comments include he talks about the sessions and we have looked at photos of the sessions on the website. He made some interesting artefacts to bring home.

She enjoys them very much and likes to tell me all about them.

The outdoors suits my child

Enjoys it very much

Has loved the forest school this year.

To participate in forest school sessions playgroup employs a qualified forest school teacher who is only available on Thursdays, to give all children an opportunity to enjoy forest school we do endeavour to ask parents if they wish to swap their child's session so that they attend on a Thursday when forest school is on, but not all parents do swap the sessions so unfortunately some children have not attended these sessions. We are looking to make arrangements to visit the new forest school setting in Eirias Park and will ensure that we visit on a different day of the week to allow more children the opportunity to visit.

Please comment on any positive/negative aspects of the playgroup that you feel could be brought to our attention.

Comments include Keep up the good work, your doing a brilliant job!!

Both my children have thoroughly enjoyed and still enjoy attending this playgroup, all the staff are so lovely and caring.

The only one negative thing I can say is just in a morning it's very hectic trying to get in and out, especially on busy mornings. I know you are aware of this and not a lot can be done about it, other than that I couldn't ask for anyone better to care for my child whilst there.

The staff at playgroup are very helpful and there is a friendly atmosphere. My child likes the amount of activities playgroup offers.

***** has really enjoyed himself this year in playgroup Thanks!

This is my third child to attend this playgroup and Julie and her team have always provided a safe, enjoyable learning environment 10/10..

The playgroup is just amazing, my child is happy and safe. I'm so grateful to the staff for making my child welcome, everyday with happy faces and full of excitement. Each term a new topic, my child comes home with different words and shows me what he's learnt.

I feel that Llanddulas playgroup is a well organised and happy learning environment. All the staff are friendly and helpful. They provide a broad based learning environment/I'm very happy with the amount of Welsh and ICT that the children do. The forest school activities provide a great opportunity for all the children. The topics taught are interesting with school trips organised to support the children's learning. The website provides further information and we like the weekly reading books that are brought home. The setting is safe and provides a fantastic, fun learning environment for the children. They also provide a healthy snack each day.

The girls love playgroup and their confidence is growing greatly.

***** really enjoys playgroup. She comes home singing songs which I haven't taught her, she tells me bits of what she has done, she enjoys playing with her new friends. I like seeing her come home with different art and craft stuff that she has done, very impressed with the playgroup trip (just a shame we are on holiday)

I think it's a great facility and all staff seem helpful, approachable and professional. I have no worries leaving my son in the setting at all. Thanks.

Response to comments

It really is wonderful to receive so many positive comments about the group and its staff, we will endeavour to maintain the high standards we are currently delivering. In reply to the comment regarding how hectic it can be in the mornings we can only apologise about this and ask that parents who do not have to rush off to work please wait until last before coming into playgroup to sign their child in, also nursery aged children can be dropped off early at the school breakfast club and will be brought over to playgroup by a member of school breakfast club staff, thus decreasing the number of people trying to get into the building at the same time. If any parent has any ideas as to how else we could resolve this problem please speak to a member of staff

Child satisfaction survey

Child satisfaction is usually assessed every day through observing play and listening to their ideas. In Dec 11 and April 12 staff asked each child who attends the setting their views on how happy they were at playgroup, what they like to play with, what they would like at playgroup that isn't already there and what they like to eat at snack time. The findings were that all children enjoy coming to playgroup. Nearly all the children said they liked playing outside the best, with a few stating they enjoyed painting and drawing the best. Other activities they said they enjoyed included playing with dinosaurs, trains and in the sand and water. When asked what other new toys they would like for playgroup answers included scooters, a swing, and a DS. New scooters have been purchased and bikes have been ordered. After discussion with staff, it was felt that the health and safety risk of placing a swing in the garden was too high and that we would endeavour to visit the adventure playground more often where there are tyres available for the children to swing on. It was felt that a DS was not age appropriate but we have used an interactive TV console game to help develop the children's ICT skills.

The children mostly preferred fruit for snack time with some saying they liked toast or cheese and crackers or breadsticks.

From the survey it is clear that the children enjoy participating in all activities and even the youngest had views about their experiences.

Staff satisfaction survey

Staff satisfaction is assessed at regular staff meetings and annually as part of the staff appraisal process. The results of the staff questionnaires May 2012 survey were that all staff confirmed that they are completely satisfied and have every opportunity to contribute to the development of the Playgroup. Results of the survey are

1. Do you have an up to date contract?
4 yes
2. Are you aware of your roles and responsibilities?
4 yes
3. Are you happy with your roles and responsibilities?
4 yes
4. Are you happy with your hours of employment
4 Yes
5. Do you feel able to discuss any concerns or worries with your supervisor?
4 Yes
6. Do you feel your views and opinions are considered?
4 Yes

External Agencies questionnaires

5 questionnaires were handed out to various agencies who provide us with help and guidance, unfortunately only 2 were returned. Results below.

1. Are staff well presented and tidy in appearance ?
2 yes 0 no
2. Are you made to feel welcome when you arrive at the setting ?
2 yes 0 no
3. Are staff courteous and polite?
2 yes 0 no
4. Do staff provide you with the information you require?
2 yes 0 no
5. Do you find the premises clean and tidy?
6 yes 0 no
6. Are the premises child friendly, safe and secure?
2 yes 0 no
7. Do the resources and equipment look of a high standard?
2 yes 0 no
8. Do the children in attendance seem happy and contented?
2 yes 0 no
9. Is all written correspondence returned quickly and concisely?
2 yes 0 no

10. Would you recommend the setting to prospective parents?
2 yes 0 no
11. In your opinion do you think the setting provides good quality childcare and education to pre-school children?
2 yes 0 no

Comments made include

Wonderful setting, staff are always working hard to offer an excellent provision.
Wonderful learning environment that the group uses to the utmost.
The children are given plenty of opportunities to develop their skills through exciting experiences provided by the staff both indoors and outdoors..

Training and development

The skills and knowledge of staff are kept up to date and there is a plan for how this will be achieved. The process starts with the initial selection of new staff, where preference is given to those with an approved qualification or is prepared to undertake the study towards a recognised qualification in child care. In line with best practice the approach to induction training is also being enhanced so that all staff sign to acknowledge that they have read and understood each section of the playgroup policies and procedures. On going performance is reviewed at annual staff appraisals, which provide an opportunity for the supervisor to agree any further training or development needs with individual members of staff.

Quality Action Plan

1. **We aim to improve our creative musical activities.**
2. **We will endeavour to find a solution to ease congestion in the entrance hall during arrival.**
3. **Encourage parents to be more pro-active and take part in playgroup healthy lifestyle activities.**

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| Review training and courses available | Sept 2012 |
| Staff meeting | Oct 2012 |
| Staff supervisions | Oct 2012 |
| Parent newsletter | Oct 2012 |
| Child quality assurance questionnaires | Nov 2012 |
| Staff meeting | Dec 2012 |
| Parents newsletter and Progress reports | Dec 2012 |
| Staff meeting | Feb 2013 |
| Parents newsletter | Feb 2013 |
| Staff supervisions | Feb 2013 |
| Staff appraisals | April 2013 |
| Child quality assurance questionnaires | April 2013 |
| Parent quality assurance questionnaires | April 2013 |
| Outside agencies quality assurance questionnaires | April 2013 |
| Policies review | April 2013 |
| Quality of review report | June 2013 |
| Progress reports | July 2013 |
| Open morning | July 2013 |

