

Quality of Care Report for:

Wenvoe Playgroup CIO

Wenvoe Village Hall

Station Road West

Wenvoe CF5 6AG



Wenvoe Playgroup CIO

Registered Charity No: 1179164

Registered with Care Inspectorate Wales

Member of Early Years Wales

Supporting The 30 Hour Childcare Offer with Cardiff & The Vale of Glamorgan

16th March 2026

Wenvoe Playgroup operate five days a week at the Wenvoe Village Hall
08:50am until 1pm, extending care until 3:15pm Wednesday and Thursday.

We are registered to care for 30 children at any one time, aged 2 years to 4 years 11 months. We plan for children's learning, through seven areas of learning, recording children's milestones.

We are 7 full time staff, 1 Part-time staff and 1 emergency on call staff.

The RI/PIC is qualified to level 5 Diploma in Leadership for Children's Care, Learning and Development Advance practice & Management.

1 X PIC staff qualified to Level 5 CCLD

1 X PIC staff qualified to Level 4 CCPLD

3 staff are qualified to Level 3

2 staff are Level 2 CCPLD. 1 of these staff are working towards Level 3 CCPLD.

1 Emergency staff cover has worked with children for over 30 years.

7 staff hold Paediatric First Aid certificates and keep up to date with legal and regulatory training to support their roles.

We may care for 30 children at any one time on a ratio of:

1 adult to 4 children under 3 years of age and

1 adult to 8 children aged 3 years and over.

During the past year we have cared for 27 children. An average of 14 children each morning session and 4 children each afternoon session also caring for 1-1 needs.

The following report, will need to be read in line with our Statement of Purpose dated 1st December 2025 (for use from 1st January 2026)

Method of collecting views

Children, Parents/Carers & Staff were included in our Quality-of-Care review process. Paper questionnaires were offered.

Children communicate with staff daily. Children's opinions are valued by staff and their needs are met. Children have a voice, which is heard at Playgroup, being very much a home from home environment where they are loved, cared for and valued as an individual. Questionnaires were offered to all in January 2026. 8 out of 27 families returned the questionnaires. 20 questionnaires were sent home in the summer of 2025 with 9 out of 20 being returned.

Numbers involved ;

46 Questionnaires were sent home in total via children's tidy trays. **17** were completed and returned (9 in summer, 8 in spring)

8 staff questionnaires were given and **7** were returned

Children's sheets were offered to all over a two-week period. **14** children participated.

All questionnaires will be kept on file for our next inspection.

Currently, we have;

28 children on our registers.

Not all children attend 5 sessions per week. Many are attending up to 16 hours per week, to stay within the 30 Hour Childcare Offer.

3 children attend breakfast club at the school and walk across to us for 9am. Again, not 5 days.

Our average number morning session is 14.

We have been supporting 1:1 ALN through Flying Start since September 2025.
7 children attend wrap around from Gwenfo Nursery and an average of 10 to Gwenfo Primary.
1 Child attends all-day care on Wednesday and Thursday

Summary of responses:

Children's views:

- Those who participated, were very happy with the group, choosing a smiley face and colouring it in, or circling it. Those who did not understand the questions, were happy to colour all the faces!
- Children also shared their views with adults who supported the children to help write or scribe for them.
- Children seem to enjoy the dinosaurs along with gross motor play in the hall, cars, trikes & bikes,

Parent/Carer responses:

Families' comments as to why they chose our group 2025 & 2026

- older siblings had previously attended
- it is local to our home.
- recommendation from other families
- due to the wrap around service that is provided with the local school.
- Lovely Playgroup. Children love it!
- The setting is excellent, has a place in the local community and our child enjoys attending
- Group offers amazing services to local families. They are friendly, caring, and enthusiastic. My child has loved attending and will be sad to leave when she starts school. Wonderful Setting
- Settling in day was great. My child was excited to start group after her visit. My child has thrived (Attending 2 years 11th June 2025).
- Local to us & wrap around care. Friendly group and recommend by others.

Staff comments:

- Enjoy watching the children develop in our care.
- Love working together as a team. Almost a second family.
- Management prompt, support & encourage training
- More funding is needed. Undervalued sector.
- If we did not have to set out furniture and pack away daily and weekends, we could concentrate more on children's activities, learning and development.

Professionals have commented how welcoming the group feels when they visit. Unfortunately, they are unable to give reviews due to their policies and procedures.

Sumer term 2025, we shared induction packs from the Family Information Service/Early Years in the Vale of Glamorgan These were given to all those enrolling September 2025 and January 2026 requiring 30 Hour Childcare Offer and registered with us. Parents found these useful. We added our Statement of Purpose and 30 Hour agreement packs to these bags.

We are pleased to see that questionnaires have shown improvement, from overall good to excellent and the majority of families know what their children are learning. Many families are aware that we are a not for profit, committee run charity and they can arrange to meet with staff to discuss their children's development, which is advised in our Statement of Purpose.

Families are prompted to the website at the very first enquiry to read our Statement of Purpose, Admissions and Operational Plan. All documents are available in group to view as a hard copy and the Statement of Purpose is given to everyone on the open day, prior to starting in September.

In September 2025 we began to work with Flying start for A.L.N. children from 2 years of age in the area. We have one child currently attending. We do hope that the Welsh Government will support all 2-year-olds to have a flying start.

Early years in the Vale of Glamorgan support us to place children who need developing social skills. From October until December we had 1 placement.

We have recently benefitted from an Early year's grant, to complete our toilet refurbishment for health and safety reasons. Hot pipes are all boxed in and the area is a much safer place for all children in our care.

Improvements we will make as a result of feedback:

Our committee does need support, to continue operating as a not for profit, charity. Therefore; we hope to encourage all families to attend the Annual General Meeting. This will be added to dates for diary and a poster near the signing in, 2 weeks before the AGM.

We will continue to send reminders on our newsletters, that families may contact us to arrange a suitable time, to view their children's assessments and/or to pop in for an up-date, as stated in our Statement of Purpose.

We will continue to listen to our families and work with professionals moving forward in our planning and development.

We are constantly working with everyone to adapt and improve our practice and provision.

1. Well-Being

Children's well-being is paramount to all at the group.

We continue to support the children with their independence, to support them with their care learning and development. Children show a sense of belonging to the group which is seen daily.

With those children who attend 2 – 5 days a week, many are meeting their milestones, and in some areas working above them (It can be difficult to celebrate all children's learning achievements when attending only one day a week and/or just lunch club 2 hours a day).

We plan for children using a theme, through the 7 areas of learning. Keyworkers record children's milestones and write a termly overview on their holistic development. This shows development and growth in all children and celebrate their achievements. Gwenfo Nursery school find these reports helpful for children's transition in the term after they are 3 years of age.

Here at Playgroup, we offer a home from home environment, where all staff are called Auntie.

Offering care, love, and support to the children daily, will allow them to trust, and in-turn become confident in their play, learning and development.

Staff build good relationships with the children, promoting positivity and encouragement. Staff allow them to take risks and to become independent in their learning. This in turn, will allow children to develop their confidence and self-esteem for the future.

Some comments from June 2025 & January 2026

- Group offers amazing services to local families. They are friendly, caring, and enthusiastic. My child has loved attending and will be sad to leave when she starts school.
- The setting is excellent, has a place in the local community and our child enjoys attending.
- Thank you very much for all the opportunities you provide and the home from home feel about the setting.
- Lovely Playgroup & lush staff. Children love it!
- Friendly group. Would recommend to others.
- Very supportive with fussy eating and reporting back to parents.

If children are wrap around to school, then we encourage families to email, as we do not have time to write daily diaries for all children, during sessional care. Our Dates for diary and Statement of Purpose, advise to email at any time.

We do however, notify parents of any concerns via a note in the children's bags or lunch boxes (if not urgent) and always send home accident or incident forms (we photocopy all that are sent home and chase all forms not signed or returned if necessary). Families are welcome to email us at any time, to ask how their children are settling or doing daily. We appreciate that parents are busy working and not all children are able to relay their morning session of events at such a young age. Our RI/PIC accesses the email 7 days a week.

Children contribute to their well-being in the following ways;

- Children have a voice which is heard and will convey their likes and dislikes and their needs at every opportunity and conversations are acted upon as necessary.
- By choosing activities to play with from a well set out environment.
- Children have easily accessible equipment to access for free choice.
- By having the space and freedom to choose where they wish to play.
- Contribute to the planning by conversing with staff, their likes, and dislikes. Through conversation, their ideas will allow the children to extend their thinking and in-turn suggest ideas for future planning.
- Children use display boards with stickers to choose a term topic. Topics are created from listening to children's interests.
- Children will use stickers and pictures when choosing new equipment.
- Beth Sydd Yn Y Bocs, so children can express feelings and emotion and in-turn become confident to always relay their feelings with staff. This is also used for theme/topic to express their needs and how they feel.
- Children can choose a selection of rhymes to sing at circle time and throughout the day from picture card prompts on display. Visual displays are used for story-telling along with puppets and at times wall displays.
- Children are encouraged with support to be involved in this quality- of -care -review with questionnaires and support to scribe where necessary.

Families and Children have been entering into the group after each half term. Some children left us at Christmas 2025 to move onto Nursery school. Some stayed with wrap around. We gained new numbers for those who left us so kept a steady number of children. We have more children joining us in April 2026. Children who were on our books to attend our afternoon sessions, have been given afternoon sessions at school, so this will impact our afternoon sessions planned. Some have taken up a morning space with us and wrap across to school.

Our waiting lists are steady. Our wrap around service is most successful, with the 9am into lunch and onto the local nursery for 1pm being most popular. Our Wednesday afternoons are very quiet, so we will need to assess moving forward. Many parents highlight in their emails and questionnaires, how friends and recommendations encourage them to sign up early with us. Families do speak highly of the care we give.

The RI/PIC support all staff, to keep their legal and regulatory training up-to-date, to ensure the well-being of the children and themselves whilst at group. The RI has offered regular 1:1 sessions, to support staff and their well-being and will meet with staff to support them at every opportunity.

Although many parents are entitled to the 30 Hour Childcare Offer, some prefer to use only the hours that they need. The offer has allowed many children the opportunity of attending Playgroup, making it more affordable to support full time working parents. This in-turn has benefitted the children’s social development and well-being, giving them a safe place to learn and develop and a sense of belonging.

Priorities for Improvement

- We will continue to enhance our garden area when coffers allow
- We will continue to listen to families for the well-being of their children, understanding that family know their children best of all. We will continue to be flexible to support the well-being of all children in our daily routines.

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 & Development

Practitioners have a good knowledge of childcare and development. Many practitioners hold a Level 3 qualification for early years and above and others are working towards level 3 CCPLD.

The RI/PIC and PIC both have a level 5 qualification in Children's Care, Learning, Development and Management. The RI/PIC has over 30 years of experience in working with pre-school children. Our 3rd PIC holds CCPLD at level 4.

All staff are dedicated to the group and form excellent relationships with all children and build strong bonds with them. Staff work well as a team and this shows in the positive comments in the questionnaires.

Staff put the children and their needs first. Children show and feel a sense of belonging. In-turn; they become independent and confident learners, comfortable in their surroundings. This in-turn, creates a positive environment for all children to learn.

Staff support children to develop through their milestones. Many children are meeting their milestones and above, developing the skills required to move onto nursery. With many children attending the local nursery alongside Playgroup, children show confidence & independence in their daily routines and developmental learning.

All children are offered opportunities to develop and grow and are supported by staff to enhance their learning and development, to build on their interests.

Children are well cared for and happy to come to group.

Children's assessment booklets were shared with all families, at the Christmas coffee morning and concert and families have been advised on flyers and dates for diary that they can contact us to discuss their Childs development and assessment books at any time.

We plan to share the assessment books again with photograph books, at our Easter coffee morning and concert at the end of March. We display photos on our website. We share photos with the children and families through a digital photo frame, which the children enjoy. This was noticed by Flying Start at one of their support visits. They have supported grants for all groups to purchase a digital photo frame, as they could see how the children enjoyed reflecting on their progress.

Important dates are highlighted in 'Dates for Diary' leaflet sent home, which is shared on our website. We have a closed Facebook group to share reminders for important events and share a photo or two.

An open afternoon for all to visit and sign up for September 2025, was held in the summer term and an open morning for the community was held in September. Parents can use our settling in sessions (FREE OF CHARGE) until such a time, we feel their child is ready to be supported in our care.

One of our priorities for improvement last year, was to hold an open evening for families to come and view their Childs' assessment and talk to staff. Three families supported this evening out of 30. It was well advertised, through posters, flyers, and communication. This was costly to the group, paying rent and staff wages to attend. Unfortunately, this is not a cost-effective way to proceed.

A grant received from the Early Years team in the Vale of Glamorgan have allowed us to refurbish our sink areas and most recently through a further grant, we have refurbished the whole of the children's bathroom area, which is now safe for little hands.

Priorities for improvement

- We are currently supporting training at level 3 for staff, to support future children's care, play, learning and development at the group.

Excellent – My practice is exemplary	<input type="checkbox"/>
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3. Environment

Children are aware of their environment and show a sense of belonging, which in-turn creates a home from home environment.

We have a small room known as the annexe, a large hall, and a safe rear garden.

Children start their day in the small room, known as the annexe. Here the children can develop their physical fine motor skills at the drawing table, painting easel, puzzle table, messy play, book corner and share time communicating with 'Aunties.'

Our routines change regularly, to suit the ages and stages of the children in our care. At the time of writing this report, we tidy up the small room about 10am using our tidy up song.

All children are encouraged to sit for circle time to sing greeting songs in English and Welsh, along with Makaton sign language. Some younger children sit with support from an Auntie.

Due to lower numbers this year, we have offered one snack. We remain flexible in our daily routines.

The large hall offers gross motor physical activities and development such as balance bikes and trikes or cosy coupe cars. We offer football and ball games, hoops, balancing beams, parachute play, dancing. All activities are alternated.

In the hall, floor play, musical instruments, trains, and small world are also alternated, to allow children space to play.

- Many children commented on how they like their bike play.
- Many children have been enjoying dinosaur play and asking for more dinosaurs.

We have used our garden space at every opportunity over the past year. We have been working above the adult:child ratio this past term to access all areas. We have at times, used bikes in the large space!

We have planted our smaller pots with winter & spring bedding plants.

The Grants received annually from the Vale of Glamorgan Early Years, have helped us since 2022, in developing the outside area. The new screening, planters and mud kitchen have been installed since the last review. We are saving money to purchase soil for the planters. Soil is something grants do not allow.

Our last planters were filled with soil from the land. However, we had safety concerns, as stinging nettles, thistles and other plants grew from this soil.

Risk assessments daily, monthly, and annually, have been kept up to date by all.

Photographs are shared on our web-site, and photo books are shared each spring with children's families, to support the children's assessment books. From time to time, we may post pictures to our closed parent Facebook page.

Children review their photo books with the staff at the end of the summer term, to reflect on their learning, prior to taking their memory books home to keep. The Children enjoy viewing their pictures, allowing them to reflect on their environment and learning. We also use a digital photo viewing frame during some sessions and concert days.

Families have been kept up-to-date with the very latest information with;

- Term dates and Dates for diaries. These have been sent home via children's tidy trays and updated on our website by our web volunteer.
- Flyers have also been sent home via children's trays for important events and fundraising.

Overall, our families who took the time to complete the questionnaires are happy with the environment.

12 families rated us as excellent

5 families rated us as good.

Priorities for Improvement.

We hope to raise money for soil for at least one large planter, in hope to grow some vegetables with the children.

We will continue to add ideas from all involved in our group, to our 'Developmental Plan.'

The RI/PIC feel that there are no significant improvements to be made at this time.

We will continue to listen to the children, their families, staff, and professionals to move forward and improve on any areas they feel are required. We will always do our best to support our children, their families and those we work with.

Staff continue to create memory books for children in their own time. The photos are a helpful tool for assessment, which also allow the children to reflect on their learning and make memories to treasure for a lifetime. With the support of a grant from Flying Start, we hope to purchase a new digital photograph viewer for the next term.

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"/>

4. Leadership and Management

We adhere to the National Minimum Standards and exceed them in our daily adult: child ratios where possible. This in-turn, will allow for continuity of care when covering staff sickness/absence and allow safe play across all areas.

All policies and procedures are annually reviewed by the RI/PIC, and sent to our volunteer to up-date on the website. Any changes throughout the year, are notified to all via a flyer and updated to the website. Significant changes will be notified by a flyer or letter.

Currently, we have three trustees on the Management Committee. We need more parent/carer support for the committee to continue operating in our present form. We need support with fundraising to keep fees as low as possible.

We have now successfully moved our AGM to Spring Term.

All training is sought by RI and staff are reminded at appraisal or 1:1 when to renew and update. 1:1 supervision has been given to all staff each term, with staff appraisals annually.

Staff are paid to attend legal and regulatory training. Some alternative training is offered to staff to add to their learning and knowledge, however, this is not always paid due to the coffers.

We have many volunteers in the community who are not on the Management Committee. Some volunteers are past parents, who wish to see the Playgroup succeed and continue in our community for all.

These roles may be supporting in group, setting up concerts along with fundraising or by supporting our raffles.

One Volunteer in the community has worked for many years with the RI/PIC to keep the website in operation.

We have one Volunteer in group, who will be employed from April, on an apprenticeship at level 3.

The RI/PIC creates a group 'Development Plan' each term and will share this with staff and the Management Committee. This is created by using the outcome/minutes of all meetings.

From discussions at Management & Staff Meetings, information is shared and outcomes recorded in the evaluation.

Staff meetings are termly. All meetings are recorded.

The RI/PIC support all staff to ensure training is relevant and up-to-date. This is discussed at individual 1:1 supervision meetings and at each appraisal, a training guide is discussed.

All staff are paid to attend legal and regulatory training, weekend/ evening at their hourly rate, to support their job roles. The RI will remind staff when to keep a watch out for their up-date email, and to ensure credit card details for auto enrolment are current.

DBS fees and auto-renewal fees are compensated by the group. These are checked annually.

Staff are happy with the support they receive from the RI/PIC.

Early Years Wales, The Vale Early Years and CIW have supported us with up- to- date information relating to practice and job roles.

The Vale of Glamorgan Early years, support us with FREE online training for Food safety Health and Safety, Paediatric First Aid (12 hour) & Safeguarding A,B & C. This year many of our staff have completed Paediatric First Aid directly with F.A.S.T. arranged by the RI/PIC. They have also supported us with grants, to enhance and refurbish areas at group. Most recently they have provided a grant to support our rent for afternoon sessions.

Our Easter & Christmas concert fundraising events were successful. We rely heavily on fundraising monies to keep the group financially viable. We need fees to reflect basic costs.

Again, we have had lots of help from Tesco stores Culverhouse cross over the past year with our fundraising efforts. Parents are most supportive of all fundraising events.

Service Evaluation

All questionnaires have helped the RI/PIC to compile this report. All recent comments have been positive, which confirm, that changes made over time, continue to make the group successful.

Overall, the Playgroup is operating well to support the needs of many families in the surrounding area, especially for wrap around care to Gwenfo Nursery.

Afternoon attendance has been low over the past year due to many children attending the afternoon sessions at the local nursery. Unfortunately, school have their budgets to balance and many children who are booked in with us for afternoons from April have had to swap to our morning sessions. The local nursery have said to parents that they could swap their session from September.

14 out of 28 Children on our books currently access the 30 Hour Childcare Offer, with many using the Tax-Free Childcare Offer to pay top up fees or fees for younger members. Details of the 30 Hour Childcare Offer and the Tax-Free Childcare, were highlighted through the means of flyers to our families in the summer term of 2025, with a banner from the Vale Early Years, hung on railings on the main road and outside the building. Both the 30 Hour and Tax-Free Childcare were highlighted in our welcome packs, to our group members moving onto nursery and at the summer afternoon information session, for new intake children from September 2025. The FIS contact numbers were also given for Cardiff and The Vale to support families should they need to evaluate their eligibility.

All staff keep up-to-date with their legal and regulatory training with the support of the RI/PIC and are highly qualified to support all those in our care.

The Vale of Glamorgan Early Years in partnership with Dewis have provided training free of charge to help the early years sector.

We have extended our care to accept children from the age of 2 years. We hope that all children regardless of their postcode or family financial position will be able to access the

2-year funding across the whole of Wales! This will allow **equal opportunity** for all 2-year-old children. Currently, we are supported by Flying Start to care for children with A.L.N.

We will continue to monitor our care and development throughout our Development Plan.

Families were asked in the questionnaires to comment overall on the group services, choosing from poor, average, good and excellent. **Overall majority chose Excellent.**

National Minimum Wage will rise again in the month of April, which in turn will rise staff wages and employer pension contributions. We hope Welsh Government will raise their funding to reflect this.

Fees must cover all operational costs! We cannot rely on fundraising and grants to continue.

Priorities for improvement:

Our management committee will create flyers to share with the local school and community to highlight the 30 Hour Childcare Offer, Tax Free Childcare Offer and our wrap around service and opening times. The Early Years in the Vale will support with posters.

We will send a flyer to all parents who are thinking of changing from afternoon sessions to morning sessions at the local nursery from September, to assess if it is financially viable to continue operating afternoon sessions.

We will continue to hold regular supervision meetings with staff to support their well-being, to ensure they have everything they need to support the children and their well-being.

We will continue to work with our Management and Volunteers in the Community to ensure that we strengthen our partnerships and grow as a result of all the support that is shown. We will continue to work and listen to all who are affiliated with us here at Wenvoe Playgroup.

Fees will be assessed, to ensure that we can continue to offer a high standard of care, without relying on fundraising.

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"/>

This concludes the Quality-of-Care report for Wenvoe Playgroup CIO.

Completed by: SANDRA MORGAN (RI/PIC)

Sign : *S.J.Morgan*

Date: 16th March 2026

RI/PIC – Registered Individual & Person in Charge

PIC: Person in Charge

CCLD - Children’s Care Learning & Development

DBS - Data & Barring Service

CCPLD – Children’s Care Play Learning & Development.

AGM – Annual General Meeting.

A.L.N – Additional Learning Needs

CIW – Care Inspectorate Wales