

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

29th February 2024

Wenvoe Playgroup operate five mornings a week at the Wenvoe Village Hall

9am 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 4 months, 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 and PIC are qualified to level 5 Diploma in Leadership for Children's Care, Learning and Development Advance practice & Management.

3 staff are qualified at Level 3 on the QCF

1 staff qualified to Level 4 CCPLD on QCF

1 staff is working toward Level 2 CCPLD

1 Apprentice staff working towards Level 2 CCPLD

1 Emergency staff cover has worked with children for over 25 years.

8 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 an average of 20 children per morning session and 10 children each afternoon session.

The following report, will need to be read in line with our Statement of Purpose dated 17th November 2023

Method of collecting views

Children, Parents/Carers, Professionals & 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 2024.

Numbers involved

35 Questionnaires were sent home with 15 returned.

08 staff questionnaires were given and 08 were returned

Children's view sheets were offered to all children and 13 children participated.

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

At this time, we have;

32 children who attend morning sessions
(inc 2 children attending 'all day-care').

8 children registered for lunch club/Wed and/or Thursday afternoon sessions.

Not all children attend every day. Our average number per morning session is 20, with an average of 8 afternoon sessions. No more than 30 children are present at any one time.

Summary of responses:

The PIC shared all documents with Staff at a meeting on 20th February 2024. All staff agreed that they were very positive and showed improvement, especially as all service users knew we were a registered charity, not for profit.

Children's views:

- Those who participated, were very happy with the group choosing a smiley face and colouring it in.
- Children also shared their views with adults who supported the children to help write or scribe for them.

Parent/Carer responses:

- Excellent communication
- Learning opportunities excellent
- Friendly approachable staff
- Wonderful to know my child is safe
- Children always have good/different activities
- Good Value for money
- Local to us & wrap around care.

Staff comments:

- We are a great team and work well together
- Wenvoe Playgroup is a lovely place to work
- Management offers good support and continue to support when needed.
- More pay! Grossly undervalued sector.
- If we did not have to pack away daily and weekends, we could concentrate more on children's activities, learning and development.

1 professional questionnaire was sent and returned. This was positive stating that they felt welcome in the group and supported.

We are pleased to see that questionnaires have shown improvement and families know what their children are learning. Families are all aware that we are not for profit, Committee run.

Improvements we will make as a result of feedback:

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.

All questionnaire responses were positive. We need to encourage more service users to complete our questionnaires to evaluate our provision and will discuss ways with families how this can be achieved.

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

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 and highlighted in the children's questionnaires and parent questionnaires quote 'my child loves Playgroup.'

Children are meeting their milestones, and in some areas working above them.

We plan for children through the 7 areas of learning and keyworkers, record children's milestones.

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 to them. Staff allow them to take risks and be independent, this in turn allows children to develop their confidence and self-esteem as highlighted in the questionnaire results.

Many parents comment on the 'settling in' sessions, where children have time to play and become familiar with new surroundings, easing their transition into Playgroup life and ready to spend time away from their parent/main carer.

We were successful with a grant from The Vale of Glamorgan Early Years and Childcare Capital Grant in the past year, creating a safer floor space outdoors. This has offered more opportunities for children to play safely outdoors during the year.

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 a multi-box trolley and 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 or items of interest in an area.
- The new rear outdoor shelter from a recent grant, the children chose the colour and chose the new floor colour from colour charts.
- Beth Sydd Yn Y Bocs, so children can express feelings and emotion and in-turn become confident to relay their feelings at all times with staff. This is also used for theme/topic to express their needs and how they feel.
- Children are able to 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.

Families and Children have been entering into the group after each half term. Many of our children added to wrap around care in January and more will be joining us in April.

Our waiting lists are very busy, however, we have supported all families to date with space. Many of our children will stay with us this September. Our wrap around service is most successful 5 days a week, with the 9am into lunch and take to the local nursery at 1pm, being most popular. Many parents highlight in the questionnaires how friends and recommendations encourage them to sign up early with us.

Parents find the FREE stay and play sessions useful, commenting in the questionnaires.

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 the staffs well-being.

The 30 Hour Childcare Offer has allowed many children the opportunity of attending Playgroup, making it more affordable to support working parents. This in-turn has benefitted the children’s social development and well-being, giving them a safe place to learn and develop.

Priorities for Improvement

- We will offer the children an ideas board on how they would like to develop the soft surface area once complete. This will allow them to visualise the area they wish to develop.

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 checked="" type="checkbox"/>
Good – My Practice is strong	<input type="checkbox"/>
Adequate – My practice requires improvement	<input type="checkbox"/>
Poor – My practice requires significant improvement	<input type="checkbox"/>

2. Care & Development

Practitioners have a good knowledge of childcare and development. The majority of practitioners hold a Level 3 qualification for early years.

The RI/PIC and PIC both have a level 5 qualification in Children’s Care, Learning, Development and Management. The RI/PIC has 30 years of experience in working with pre-school children.

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 feel a sense of belonging, therefore; they become independent, confident and are 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 Reception class. With many children attending the local nursery, alongside Playgroup (with the wrap around care), children show independence in their daily routines and 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. This is highlighted in the comments from parents, throughout the questionnaires.

Children have been offered opportunities to alleviate stereo-typing through fundraising and begin to recognise the diverse world we live in throughout activities.

We have developed our Welsh Language this year, highlighting a member of staff on our Operational Plan to lead this development. A Welsh word of the month was sent home for parents to help their children. Questionnaires were then sent home to parents last summer term to comment on if they found the Welsh helpful. The overall majority said yes, so our lead has sent home termly Welsh words, along with the monthly pictures and Welsh words for home support.

Children's assessment booklets were shared with all families, with an open week to allow flexibility for parents/carers and left in trays in January 24. Some parents emailed to arrange a suitable time to view. We plan to share the assessment books again with photograph books, at our Easter concert and the few days at the end of term in March. Although some photos are shared on our website, there are too many photos to show them all. Children's individual learning photos are shown in their books.

These important dates are highlighted in 'Dates for Diary' leaflet sent home, which are shared on our website.

In June 2023 we held an open afternoon for all to visit and sign up for September 2023 and held 2 settling in mornings in September. Parents found these helpful as mentioned in the questionnaires.

We do share our holistic reports with the Nursery Teacher at Gwenfo, (when children start Nursery school) as a foundation upon which to build their future learning and development. Families and children are given their assessment booklets when leaving us in July, as nursery and school have no use for them. This will enable families to have the knowledge of their children's early learning which will underpin their future development. All photo books will go home for all, in July each year.

We keep the returning children's development files for the Autumn term, to continue building on their care, learning and development.

Priorities for improvement

- Include a section in our next questionnaire with regard to how parents feel the Welsh support sent home is working.
- We have been successful with a further grant from the The Vale of Glamorgan Early Years and Childcare Capital Grant most recently. We plan to extend our garden soft floor area due to health and safety concerns raised on our grass area. This is due to be completed by the end of March 24. This will allow more outside space throughout the year, for more play opportunities. Children will make choices once this is complete as to what they would like to see and play with in the area.

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

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 relaying events 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, to our song around 9.40am, once all children have arrived and settled.

All children sit for circle time to sing greeting songs in English and Welsh, along with Makaton sign language.

Children may then be split after the register, to allow those able to participate in further learning. Younger members are encouraged to sit for short periods until they are developmentally ready to extend circle time. Some children will go to play in the larger hall.

In the Autumn months, one snack was offered due to lower numbers. At this time, snack is divided into two groups due to high numbers of children.

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, small world are also alternated, to allow children space to play.

We have used our garden space over the past year to plant bulbs, bedding plants and in the summer, planted our runner beans to support Jack and the beanstalk. The Children have climbed on the climbing frames, run, hopped, skipped and jumped in the outside area and searched for bugs. We also watched our caterpillars turn into butterflies in the spring/summer months, then released the butterflies into the garden.

Children are able to access outside throughout the year thanks to obtaining a grant for a new shelter in 2022 at the rear of the building. We were successful in obtaining a further grant last Spring 2023 and a new soft surface was laid to part of the garden. We are now planning to extend this area in March 2024 with further grant monies in our bank. The grants were offered by The Vale of Glamorgan Early Years and Childcare Capital Grant, for which we are extremely grateful.

Also in the past year, we received a new outdoor shed and new notice board thanks to grants that the Committee sought.

This winter, strong winds blew our trellis down in the garden and the sun over the summer had allowed our screening to rot, so work is now underway to develop the area. Some of our rotten planters were removed and the wooden decking and other rotten planters are to be removed in our garden makeover the end of March.

Children planted bedding plants in the garden during the Autumn months, which we hope will add some colour in the Spring Term.

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

Photographs are shared on our web-site, and photo boards have been placed in the book corner in Playgroup. The Children enjoy viewing their pictures, allowing them to reflect on their environment and learning. This as we know, gives them confidence and support with their language development. Children review their photo books with the staff at the end of the summer term, to reflect on their learning.

Families have been kept up-to-date with the very latest information via email, especially measles information this past year and the importance of vaccination.

Paper 'Dates for diaries' 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.

Quotes from questionnaires; Excellent communication

Great at communication.

We have added an overall comment to our questionnaire this year, to ask families their views on how we perform.

11 families rated us as excellent

3 rated us good and one family did not comment.

Overall, families who took the time to complete the questionnaires are happy with the environment. This is clear from recent and past questionnaires.

Priorities for Improvement.

Children (with staff support), will develop the extended garden area during the summer term and an interest board will be created to make choices of equipment to be accessed in the area.

We will continue to add ideas to our 'Developmental Plan' that have been discussed by all.

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, allow the children to reflect on their learning and make memories to treasure for a lifetime.

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4. Leadership and Management

In the Autumn term our RI resigned from the Committee due to work commitments. To ensure continuity in our practice, SM has been employed once more as RI. A letter was sent out to all, to advise that SM will now be known as RI/PIC.

The Deputy was also registered as PIC with CIW in the Autumn term, to support the RI/PIC when not at group. The PIC will write and deliver the planning for all staff in the playroom to support the children's play, learning and development. The PIC will also send invoices and keep accurate accounts for the Committee.

Breakfast club was cancelled from September 2023 as it was not financially viable.

We adhere to the National Minimum Standards at all times and exceed them in our daily ratios where possible, to allow for continuity of care when covering staff sickness/absence.

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 to documents, are notified to all via a flyer. Significant changes will be notified by a flyer or letter. For example; recent notification of transition charges, families were advised by a letter explaining why it was necessary to raise fees and all were given a new contract to complete.

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

Most recently the RI/PIC, PIC, and two other staff at level 4 & 3 have completed Safeguarding Level 3 as updated in the NMS.

A member of our Voluntary Management Committee, has Level 5 CCLD. They support the RI/PIC in their PDP, 1:1 supervision and Appraisal, along with supporting decisions made for the group.

At this time, we have three trustees on the Management Committee. The person mentioned above, one parent as Chairperson/Secretary and a past parent from the Community supporting the Treasurer role.

Due to poor attendance of the AGM in previous Autumn terms, the Management AGM was held this spring term. Unfortunately, this made no difference to numbers in attendance. The Management Committee, hope to move the AGM to the month of March due to the lighter evenings in hope to encourage more parental interest and support.

We have many volunteers in the community who help the Playgroup to ensure its success, who are not on the Management Committee. Volunteers are either parents or past parents who wish to see the Playgroup continue in our community for all.

These roles may be taking care of the garden, our website, setting up concerts and fundraising and emailing to companies to support our raffles.

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

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 outcomes at meetings, for the Children's Care, Play, Learning and Development along with the outcomes taken from Management meetings.

From discussions at Management Meetings, which the RI/PIC attends, information is shared and outcomes recorded in the evaluation which is shared between the group and Management.

Staff meetings are termly. All meetings are recorded.

1:1 supervision has been given to all staff each term, with staff appraisals annually, usually in the summer term.

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

The RI/PIC will work above and beyond hours paid to ensure the group continues.

The Vale of Glamorgan, Early years, is supporting us with FREE online training for Food safety level 2 and Health and Safety

Safeguarding level 2 and 3 are also offered face-face FREE for all staff.

12 hour Paediatric First Aid is completed for a fee of £25 per staff member, through the Vale of Glamorgan with F.A.S.T. This has been useful for new staff as one member per group is able to secure a place. We have however arranged our own group training with F.A.S.T. at their offices over time.

All staff are paid their hourly rate to attend weekend and evening training to support their job roles. DBS fees and auto-renewal fees are paid for by the group.

One member of staff has completed level 4 CCPLD in the past year. We have two staff currently working towards level 2 CCPLD.

One staff left our employment whilst on maternity leave. HMRC are holding maternity pay due back to ourselves. until April 24.

Fundraising events have been successful throughout the year both in-house and afternoon/evening events. We rely heavily on fundraising monies to keep the group financially viable.

One family have supported us over this past year with our fruit snack free of charge.

We have had huge help over the past year from the Community Champion at our local Tesco store.

Service Evaluation

All questionnaires have helped the PIC to compile this report. All recent comments have been positive, which confirm that changes made over time, as a result of our 'Quality of Care', continue to make the group successful.

Overall, the Playgroup is operating well to support the needs of the surrounding area, especially for wrap around care with Gwenfo Nursery. Many parents are taking up the 30 Hour Childcare Offer. We have recently had to add a small wrap around fee to our services to support us financially.

Rents have increased during the Autumn term, National Minimum Wage increased April 2023 and is due to rise again this April 2024. Welsh Government have not raised their hourly rate paid to reflect these changes and so we continue to struggle financially. We have made some adjustments to reflect this, such as closing at 11:45am (which allow some staff 15 mins to finish their working day at 12noon, we have added a small transition fee, to allow staff time to return from the school and tidy their day and pack away.

22 out of 40 Children on our books currently access the 30 Hour Free Childcare. Details of the 30 Hour Childcare Offer and the Tax-Free Childcare were highlighted in our welcome packs at the open day in June and the settling in days in September 2023. The FIS contact numbers were also given for Cardiff and The Vale to support families should they need to evaluate their eligibility.

Families are happy and confident to leave their children in our care, knowing that they are safe and well looked after. This is highlighted in many of the questionnaires. However; one quote from a family with a second child at group quoted the following; "Wenvoe Playgroup is exactly what I want and need for my children. They are warm and welcoming and genuinely care about the children (and parents) well-being. The effort they put into the children's development and documenting this for the parents is second to none. They know my child so well and make time to talk. I wouldn't change a thing and we are lucky to have them in our village."

Children's care and well -being is paramount to us here at Playgroup. All children's needs are being met and many are working at or above their age/stage of development, especially those who are moving onto Reception in 2024.

All staff keep up-to-date with their legal and regulatory training with the support of the RI/PIC.

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

Priorities for improvement:

We will keep staff training up-to-date and seek further training for the need of the group. We will continue to keep up to date with all current legislation and up-dates from Welsh Government to keep our children and all who work in the group as safe as reasonably possible.

We will continue to hold regular supervision meetings with staff to support their well-being and 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 we strengthen our partnerships and grow as a result of all the support that is shown.

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

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

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

Completed by: SANDRA MORGAN (RI/PIC)

Sign : *S.J.Morgan*

Date: 29.02.2024

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.