

Quality of Care Review March 2023 – 2024

Self Assessment of Service Statement – PART TWO

Part A: Service details and views of those who use your service.

As part of our on-going quality assurance we seek regular feedback about the standard of service provided, in order to evaluate our practice provided both to our service users and our practitioners we obtain the views using a variety of methods.



Methods:

- Surveys / Questionnaires
- Verbal communication
- E-communication
- Social media – Facebook, Google, Instagram
- Observations and carrying out activities and/or discussions with the children
- Cards received
- Monitoring and enhancement of staff qualification levels and training.

Additionally, our annual CIW report provides an external measure of quality and gives parents an additional insight into the running of the setting as a whole.

Obtaining the views of children

In particular to children's views, we at Red Balŵn Coch believe respectful and supportive relationships between children and practitioners are paramount. Initiating a warm and respectful relationship with the children helps create secure attachments and is fundamental to the development and learning of each individual child and to meet their individual needs. It is crucial that we can communicate effectively with the children in order to obtain their views and to improve practices.

Within Red Balŵn Coch we try our very best to put the children's views first. The views of the children are obtained to create nutritious menus, for weekly planning and identify any likes and dislikes in regards to activities and resources available to them and when any changes and/or developments are made within Red Balŵn Coch. It can also be said we demonstrate respect for children's rights in line with Article 12 of the UNCRC by gaining the views of our children during recruitment. We achieve feedback through methods such as verbal communication and observations, for example facial expression, body language and whether or not the children are comfortable or enjoy the company of the applicant.

Supplementary to this:

- Children discuss their emotions during 'circle time', through their drawings and through various play activities;
- Younger children show us they are happy and enjoy themselves through body language and facial expressions;
- Effective observations are carried out in order to draw up plans of each room showing their favourite areas in which to play and the toys with which they prefer to play;
- All weekly planning is child led and we obtain the ideas of all children through observation and discussion.
- Staff members will carry out a variety of activities and circle times with the children in order to obtain the views of children.

Numbers involved & Summary of responses:

As mentioned previously we do our best to obtain feedback from all our service users and practitioners. We find that we do very well at obtaining verbally and we feel that we have good relationships with the parents overall. We also review our processes annually in order to gain the best feedback. Previously our feedback forms were in a Q & A method however we updated these forms and implemented a scale of 1-10 for each question to make them easier to measure/evaluate. We have found that this format for collecting the views of our parents, practitioners and visitors is a lot more effective than how we previously used to gain feedback. Furthermore, if any person does score below a five then they will be encouraged to write a comment in the space provided. This gives us a clear indication for where we need to improve.

Sadly because of the pandemic, we have not had any visitors. Because of this we have not been able to attend feedback.

Planning:

To obtain the views of our children for planning we discuss the theme with our children during the week prior, more often than not during Circle time. We ensure we begin gathering ideas every day of the week before to allow all children to have their views and ideas considered. Practitioners will encourage children to take part in the planning process from a very early age. Because of how young some of our babies are, practitioners in Ystafell Bwni (baby room) will obtain feedback through observations the majority of the time however when possible feedback will be obtained through verbal communication depending on a 'babies' age and stage of development and understanding.

Syniadau Plant - Cynllunio gweithgareddau / Childrens Views - Activity Ideas

Theme / Thema: Winter animals (Showed video of winter animals)
Syniadau Plant
Childrens Views
3 years
2 years

W/C 09.01.23 - 13.01.23

Samuel	"Penguins live in the north pole"
Christopher	"It's a black and white penguin"
Deivy	✗ no longer in the room ✗
Zoe	✗ no longer in the room ✗
Allie	✗ no longer in the room ✗
Eme	✗ no longer in the room ✗
Alad	✗ no longer in the room ✗
Kaliope	✗ no longer in the room ✗
Ezra	Ezra enjoys messy play
Leo	"I like penguins"
Rosie	"Penguins go in the water"
Arwyn	"It's a bear"
Blossom	"Bud"
Elen	"It's a polar bear"
Olivia D	"Penguin"
Mabon	"Amn Bud"
Olivia J	"Birdy"
Billy	"Penguin"
Ethan	Ethan enjoys crafts + being creative
Meth	"It's cold where penguins are"

Syniadau Plant - Cynllunio gweithgareddau / Childrens Views - Activity Ideas

Theme / Thema: Zoo

W/C 6th - 10th March 2023

Syniadau Plant
Childrens Views

- Tommy - enjoys playing with all of the animals
- "oo soooooo" "ignore" "turtle" "moo moo"
- Rhys - enjoys playing with the new turtle car
- Ready steady go, enjoys painting with his hands
- Edie - enjoys being active 'rocking on one sea saw'
- Ceece - enjoys brushing her teeth gets excited and giggles
- Ruby - enjoys splashing water
- Tadeo - enjoys playing with the musical instruments
- Aled - enjoys being active + dancing
- Elin - enjoys messy + baking activities
- Liliana - enjoys playing with the dinosaurs, says "raa"
- Eithen - enjoys home corner role play
- Nel - enjoys being active in the garden + playing with chalk
- Heli - enjoys sensory toys + feeling different
- Reeva - enjoys being active + playing on the see-saw
- Paisley - enjoys playing with the table and chairs in home corner
- Corrie -
- Abbie - enjoys playing with the wooden blocks (making towers + knocking them down)

Syniadau Plant - Cynllunio gweithgareddau / Childrens Views - Activity Ideas

Theme / Thema: Storytelling week \$ Number Day

W/C 30/11/23

Syniadau Plant
Childrens Views

- Freya S - I got a witch costume, witch hat & a broom (M, T, W, Th, F)
- Freya H - She gets a cat, dog & a green bird (M, T, W, Th, F)
- Emily - the witch makes potion (T, F)
- Osian - the dragon got smoke coming out of his nose (M, F)
- Kalli - the witch has a broom. Shook (T, W, F)
- Olivia - the green bird falls off the broom (M, W, F)
- George - Witch on a broom (M, T, W, Th, F)
- Buddug - the frog is having a shower (M, T, W, Th, F, Sa, Su)
- Bonnie - She's got lots of animals with her (T, W, Th)
- Nelli - I read room on the broom before bed (T, W, Th)
- Ivy - the witch is flying really high in the sky (W, Th)
- Ava-rose - the doggy is holding a bone (W, Th)
- Modoc - I like the witch flying (M, Th)
- Oli - the frog is in the water (M, T, W, Th)
- Roman - I like the cat because he's orange & brown (M, T, Th)
- Tomas - that's a big red dragon (T, W, Th)
- Alfie - the dragon got him in his mouth (T, Th)
- Grace - I like the dog because he's soft (M, T, W, Th)
- Esme - the witch is wearing a bow like me (M, Th, W)

We then use the ideas to create the planning but ALSO to work on the children's next steps. More evidence available on site.

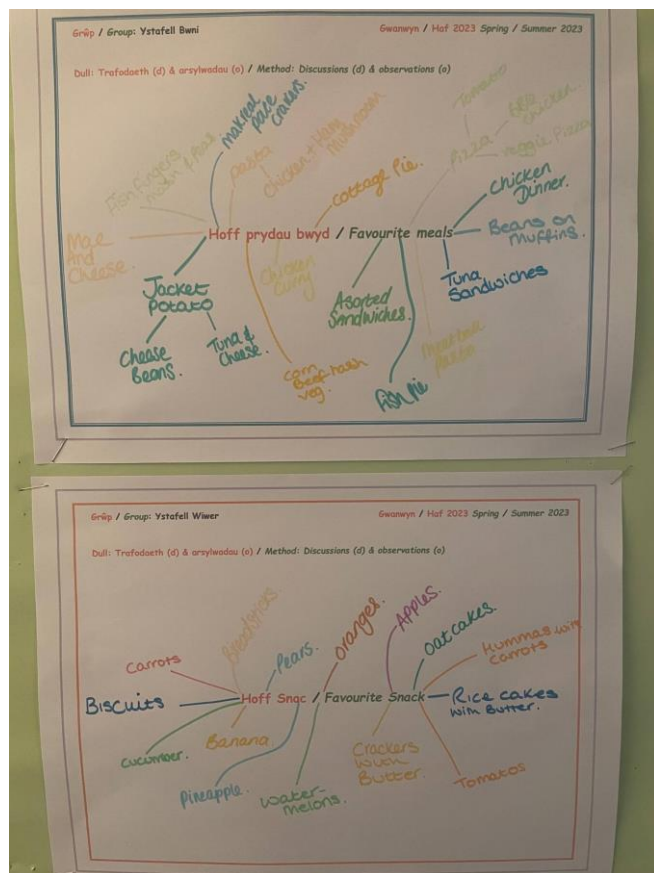
As a Nursery we obtain the views of children using our services in order to implement a new menu. All children will have properly prepared and nutritious food, which complies with dietary and religious requirements as well as their likes and dislikes.

Each child within each group will take part in discussions and activities with practitioners to share their likes, dislikes and of course special dietary requirements in relation to their favourite meals, snacks and puddings. Activities range from tasting a variety of foods, playing in the home corner as well as arts and crafts.

Once again within Bwni (babies) verbal feedback is obtained depending on a 'babies' age and stage of development and understanding, however practitioners do carry out observations and identify the foods the babies particularly enjoy. In addition to this, we seek the feedback of our parents also; together we create a THREE WEEK Autumn/Winter Menu and a Spring/Summer Menu.

All evidence displayed on our menu board. Below is a copy of Week One and evidence of children's views.

Dydd Llun Monday	Dydd Mawrth Tuesday	Dydd Mercher Wednesday	Dydd Iau Thursday	Dydd Gwener Friday
Breakfast / Breakfast:				
Grainfeyd o ddewis	Grainfeyd o ddewis	Grainfeyd o ddewis	Grainfeyd o ddewis	Crumpled & Toast
Cereal of Choice	Cereal of Choice	Cereal of Choice	Cereal of Choice	Crumplets & Milk
Snac y bore: 10:00: Please see snack menu				
Morning Snack 10:00 : Pŵl gwaelch bwydlen hybryd				
Cine / Lunch:				
Spag bol a spaghetti & bors gariol	Sham cornag, grafi, mairon a phys	Pobi Pasta Cy Gien Goren	Tafes trwy y ffa	Cyfri cwe lŵr, reis a bors naon
Spaghetti Bolognaise with garlic bread	Cornd beef hash, grany, carrots & peas	Gresh Lamb Pasta Bake	Jacket potatoes & beans	Chicken curry, rice & naan bread
Llysieuol / Vegetarian:				
Quorn yn hytrach na chig edion	Quorn yn hytrach na chig edion	Quorn yn hytrach na chig oen	Un peth Br iched	Cyfri cwe lŵr, reis a bors naon
Quorn mince instead of beef	Quorn instead of corned beef	Quorn mince instead of lamb	Same as above	Quorn chicken, curry, rice & naan bread
Pudin / Pudding:				
Exogert Framge frais	Shioys areen & afid Orange & apple slices	Jeli mafaf Strawberry Jelly	Wip sticled Chocolate Whip	Dennau watermelon Watermelon chunks
Snac y prynhau: 2:00: Please see snack menu				
Afternoon Snack 2:00: Pŵl gwaelch bwydlen hybryd				
Te / Tea:				
Pŵl Ffrazz gyda ham a chaws	Cwe lŵr / Caws / Brechbanau	Ham a chaws yn lapiu gyllo llysiu orol	Mac a Chaws gyda brescol	Turtia tŵma a caws
Pŵl Ffrazz with ham & cheese	Chicken / Cheese / Sandwiches	Ham & cheese wrsg with egg croutons	Mac & Cheese with breadroll	Tuna & cheese toastroll
Llysieuol / Vegetarian:				
Dŵn haen No haen	Dŵn cwe lŵr No chubien	Dŵn haen No haen	Un peth Br iched Same as above	Dŵn tŵma No tŵma
Pudin / Pudding:				
Exogert Framge frais	Hufen a sŵm mafaf Ice cream with strawberry sauce	Exogert Framge frais	Ffynethau ffraed delffudaf Ffynethau chubien & sylffidus Framge fŵl - oen left fruit from the week	Exogert Framge frais



Below is the data collected from our Parent Survey from 2023
This survey is in regards to our services at Red Balŵn Coch.

Parent Survey

Below is a list of the questions we asked the parents to score using a scale of 1-10:

Faint mae eich plentyn yn mwynhau dod i'r Balŵn Coch?

How much does your child enjoy coming to Balŵn Coch?

1 2 3 4 5 6 7 8 9 10

Pa mor fodlon ydych chi â pha mor gyfeillgar a defnyddiol yw ein staff?

How satisfied are you with how friendly and helpful our staff are?

1 2 3 4 5 6 7 8 9 10

Pa mor fodlon ydych chi â sgiliau cyfathrebu gweithiwr allweddol eich plentyn?

How satisfied are you with the communication skills of your child's key worker?

1 2 3 4 5 6 7 8 9 10

Faint o gyfraniad ydych chi'n teimlo â dysgu a datblygiad eich plentyn?

How involved do you feel with your child's learning and development?

1 2 3 4 5 6 7 8 9 10

Pa mor fodlon ydych chi gyda chyfradd eich plentyn o gynydd?

How satisfied are you with your child's rate of progress?

1 2 3 4 5 6 7 8 9 10

Pa mor fodlon ydych chi eich bod yn gallu ymddiried yn y Ymarferwyr Meithrin o fewn ystafell eich plentyn?

How satisfied are you that you can trust the Nursery Practitioners within your child's room?

1 2 3 4 5 6 7 8 9 10

Pa mor fodlon ydych chi ein bod yn darparu ar gyfer anghenion unigolion?

How satisfied are you that we accommodate the needs of individuals?

1 2 3 4 5 6 7 8 9 10

Pa mor fodlon ydych chi ein bod yn darparu amgylchedd cadarnhaol ar gyfer y plant o fewn ein gofal?

How satisfied are you that we provide a positive environment for the children within our care?

1 2 3 4 5 6 7 8 9 10

Pa mor fodlon ydych chi ein bod yn cael barn plant a llywio ein harfer?

How satisfied are you that we obtain the views of children and inform our practice?

1 2 3 4 5 6 7 8 9 10

Pa mor fodlon ydych chi gyda'r ardal allanol (gan gynnwys y tu blaen)?

How satisfied are you with the outdoor area (including the front)?
1 2 3 4 5 6 7 8 9 10

Pa mor fodlon ydych chi gyda'r ymddangosiad y feithrinfa?
How satisfied are you with the appearance of the nursery?
1 2 3 4 5 6 7 8 9 10

Os ydych chi wedi sgorio isod pump ar unrhyw gwestiwn uchod, nodwch eich rhesymau pam?
If you have scored below five on any question above, please state your reasons why?

.....

In order to evaluate the practice at Balŵn Coch we analysed each of the surveys that had been returned. Within the questionnaires we have **included 12 questions** for all parents to answer based on the quality of Balŵn Coch.

After evaluating the questionnaires from the parents we then create a grid where we identify our strengths and areas for further development.

Ein Top 3 - Cwestiynau Arolwg Rhieni (2021 - 2022).
Our Top 3 - Parent Survey Questions (2021 - 2022).

1st - Pa mor fodlon ydych chi â pha mor gyfeillgar a defnyddiol yw ein staff?

How satisfied are you with how friendly and helpful our staff are?

2nd - Pa mor fodlon ydych chi eich bod yn gallu ymddiried yn y Ymarferwyr Meithrin o fewn ystafell eich plentyn?

How satisfied are you that you can trust the Nursery Practitioners within your child's room?

3rd - Pa mor fodlon ydych chi ein bod yn darparu amgylchedd cadarnhaol ar gyfer y plant o fewn ein gofal?

How satisfied are you that we provide a positive environment for the children within our care?

It can be said that we are really happy with our top three strengths and we are very happy that the parents feel that they can trust the Nursery practitioners and that they find our staff friendly and helpful.

Ein 3 phrif faes ar gyfer datblygiad pellach - Cwestiynau Arolwg Rhieni (2021-2022).
Our 3 main areas for further development - Parent Survey Questions (2021 - 2022).

1st - Faint o gyfraniad ydych chi'n teimlo â dysgu a datblygiad eich plentyn?

How involved do you feel with your child's learning and development?

2nd - Pa mor fodlon ydych chi ein bod yn cael barn plant a llywio ein harfer?

How satisfied are you that we obtain the views of children and inform our practice?

3rd - Pa mor fodlon ydych chi gyda'r ardal allanol (gan gynnwys y tu blaen)?

How satisfied are you with the outdoor area (including the front)?

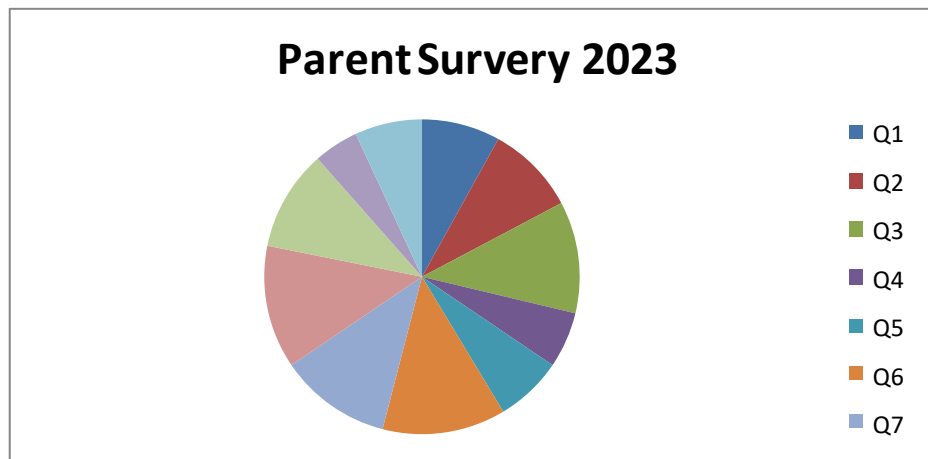
We used the information obtained to improve practice.

2023 - 2024

Arolwg Rhieni Mis Ionawr 2023
Parent Survey January 2023

Sgôr	C 1	C 2	C 3	C 4	C 5	C 6	C 7	C 8	C 9	C 10	C 11
Score	Q 1	Q 2	Q 3	Q 4	Q 5	Q 6	Q 7	Q 8	Q 9	Q 10	Q 11
1											
2											
3											
4											
5											
6										1	3
7				1	1				1	3	3
8	2	3	2	5	2	1			1	4	1
9	4	2	2	2	4		3	2	2	3	6
10	7	8	10	5	6	11	10	11	9	1	2

Following this we were able to identify the mode for each question and create a pie chart:



Our findings from this year, have identified the following:

Ein Top 3 - Cwestiynau Arolwg Rhieni (2023).

Our Top 3 - Parent Survey Questions (2023).

1st - Pa mor fodlon ydych chi eich bod yn gallu ymddiried yn y Ymarferwyr Meithrin o fewn ystafell eich plentyn?

How satisfied are you that you can trust the Nursery Practitioners within your child's room?

2nd - Pa mor fodlon ydych chi ein bod yn darparu amgylchedd cadarnhaol ar gyfer y plant o fewn ein gofal?

How satisfied are you that we provide a positive environment for the children within our care?

3rd - Pa mor fodlon ydych chi ein bod yn darparu ar gyfer anghenion unigolion?

How satisfied are you that we accommodate the needs of individuals?

It can be said that we are really happy with our top three strengths and we are very happy that the parents feel that they can trust the Nursery practitioners and that they find our staff friendly and helpful.

Ein 3 phrif faes ar gyfer datblygiad pellach - Cwestiynau Arolwg Rhieni (2023).

Our 3 main areas for further development - Parent Survey Questions (2023).

1st - Pa mor fodlon ydych chi gyda'r ardal allanol (gan gynnwys y tu blaen)?

How satisfied are you with the outdoor area (including the front)?

2nd - Pa mor fodlon ydych chi gyda'r ymddangosiad y feithrinfa?

How satisfied are you with the appearance of the nursery?

3rd - Faint o gyfraniad ydych chi'n teimlo â dysgu a datblygiad eich plentyn?

How involved do you feel with your child's learning and development?

We are using the information obtained to make changes and improve practice.

1st - How satisfied are you with the outdoor area (including the front)?

We are continuously working on this and we have made huge progress since our last Quality of Care report. We have new fencing, replaced all windows & doors, had trees and bushes cut back. Purchased new play equipment for the children. Extended the drive way. We have have purchased new toys / resources & are hoping to repaint the fencing in the Spring / Summer. We also have plans to re-vamp the garden area for the children this Summer.

2nd - The second area of development is the appearance of the Nursery. Since our last Quality of Care report we have begun redecorating and will continue to do so throughout the spring / summer. Displays

3rd - In regards to the involvement with a child's learning and development, we are working hard to improve this area. Sadly since the pandemic we have found it difficult speaking with parents as more often than not they want to drop off/ collect and go. Parents do not come into the building as they once did. They are invited in, however I believe many parents now are in a rush to get to work and home. We will be holding parents evenings this autumn.

This will be the first time since the pandemic. We are also working on updating our social media more often. Staffing issues have meant the Social media had taken a backseat however we will do our best to post daily.

Below is a list of the questions we asked the practitioners to score using a scale of 1-10:

On a scale of 1 - 10. How would you describe the overall atmosphere at Balŵn Coch?

1 2 3 4 5 6 7 8 9 10

Pa mor hapus ydych chi'n gweithio yma yn Balŵn Coch?

How happy are you working here at Balŵn Coch?

1 2 3 4 5 6 7 8 9 10

Pa mor fodlon ydych chi eich bod yn gweithredu'n dda fel tîm?

How satisfied are you that you function well as a team?

1 2 3 4 5 6 7 8 9 10

Pa mor fodlon ydych chi gyda'ch goruchwyliwr uniongyrchol?

How satisfied are you with your immediate supervisor?

1 2 3 4 5 6 7 8 9 10

Pa mor fodlon ydych chi gyda'r gefnogaeth yr ydych yn ei dderbyn gan eich goruchwyliwr uniongyrchol?

How satisfied are you with the support you are receiving from your immediate supervisor?

1 2 3 4 5 6 7 8 9 10

Pa mor fodlon ydych chi â'r ardal awyr agored?

How satisfied are you with the outdoor area?

1 2 3 4 5 6 7 8 9 10

Pa mor fodlon ydych chi gyda'r ymddangosiad y feithrinfa?

How satisfied are you with the appearance of the nursery?

1 2 3 4 5 6 7 8 9 10

Pa mor fodlon ydych chi gyda'r newidiadau sydd wedi eu gwneud o fewn y 6 mis diwethaf?

How satisfied are you with the changes that have been made within the past 6 months?

1 2 3 4 5 6 7 8 9 10

Pa mor fodlon ydych chi gyda'r cyfleoedd sydd ar gael ar gyfer gwella eich sgiliau, gwybodaeth a dealltwriaeth?

How satisfied are you with the available opportunities for improving your skills, knowledge and understanding?

1 2 3 4 5 6 7 8 9 10

Pa mor fodlon ydych chi gyda'ch llwyth gwaith presennol?

How satisfied are you with your current workload?

1 2 3 4 5 6 7 8 9 10

Pa mor fodlon ydych chi ein bod yn darparu ar gyfer anghenion unigolion?

How satisfied are you that we accommodate the needs of individuals?

1 2 3 4 5 6 7 8 9 10

Pa mor fodlon ydych chi ein bod yn cael barn plant a llywio ein harfer?

How satisfied are you that we obtain the views of children and inform our practice?

1 2 3 4 5 6 7 8 9 10

Pa mor fodlon ydych chi ein bod yn darparu amgylchedd cadarnhaol ar gyfer y plant o fewn ein gofal?

How satisfied are you that we provide a positive environment for the children within our care?

1 2 3 4 5 6 7 8 9 10

Pa mor fodlon ydych chi â'r ffordd rydym yn cadw wybodaeth ddiweddaraf i chi am ddigwyddiadau a dathliadau a'r Feithrinfa h.y drwy gyfryngau cymdeithasol, cylchlythyrau, app?

How satisfied are you with how we keep you up to date with events and celebrations and the Nursery i.e through Social media, newsletters, app....?

1 2 3 4 5 6 7 8 9 10

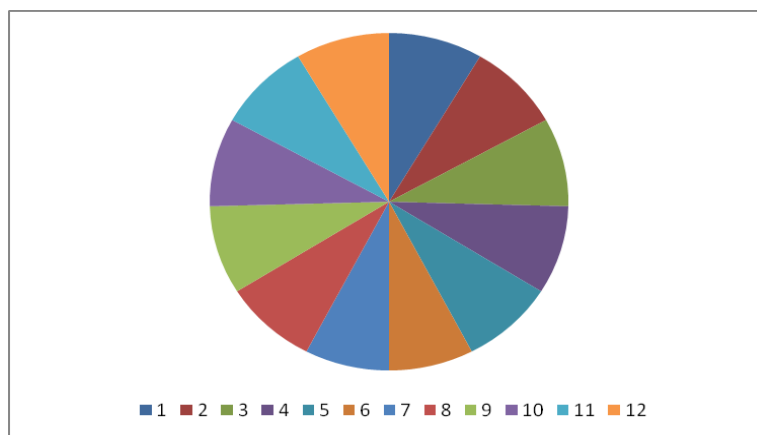
Os ydych chi wedi sgorio yn is na phump ar unrhyw gwestiwn uchod, nodwch eich rhesymau pam? If you have scored below five on any question above, please state your reasons why?

As we have done with the parent surveys we have identified the **mode for each question**. We are extremely happy with the results! (please see next page).

Arolwg Gweithwyr 2021
Staff Survey 2021 - 2022

<i>Sgôr</i>	<i>C 1</i>	<i>C 2</i>	<i>C 3</i>	<i>C 4</i>	<i>C 5</i>	<i>C 6</i>	<i>C 7</i>	<i>C 8</i>	<i>C 9</i>	<i>C 10</i>	<i>C 11</i>	<i>C 12</i>	<i>C13</i>	<i>C14</i>
<i>Score</i>	<i>Q 1</i>	<i>Q 2</i>	<i>Q 3</i>	<i>Q 4</i>	<i>Q 5</i>	<i>Q 6</i>	<i>Q7</i>	<i>Q 8</i>	<i>Q 9</i>	<i>Q 10</i>	<i>Q 11</i>	<i>Q12</i>	<i>Q13</i>	<i>Q14</i>
1														
2														
3														
4														
5														
6	1													
7	1		1	1	1	1	1				1			
8	2	1	1		1	2	2	3	1	3	2			
9	3	3	3	1	1	6	5	2	3	3		3	4	2
10	4	7	6	9	8	5	3	6	7	5	8	9	7	9

Following this we were able to identify the mode for each question and create a pie chart:



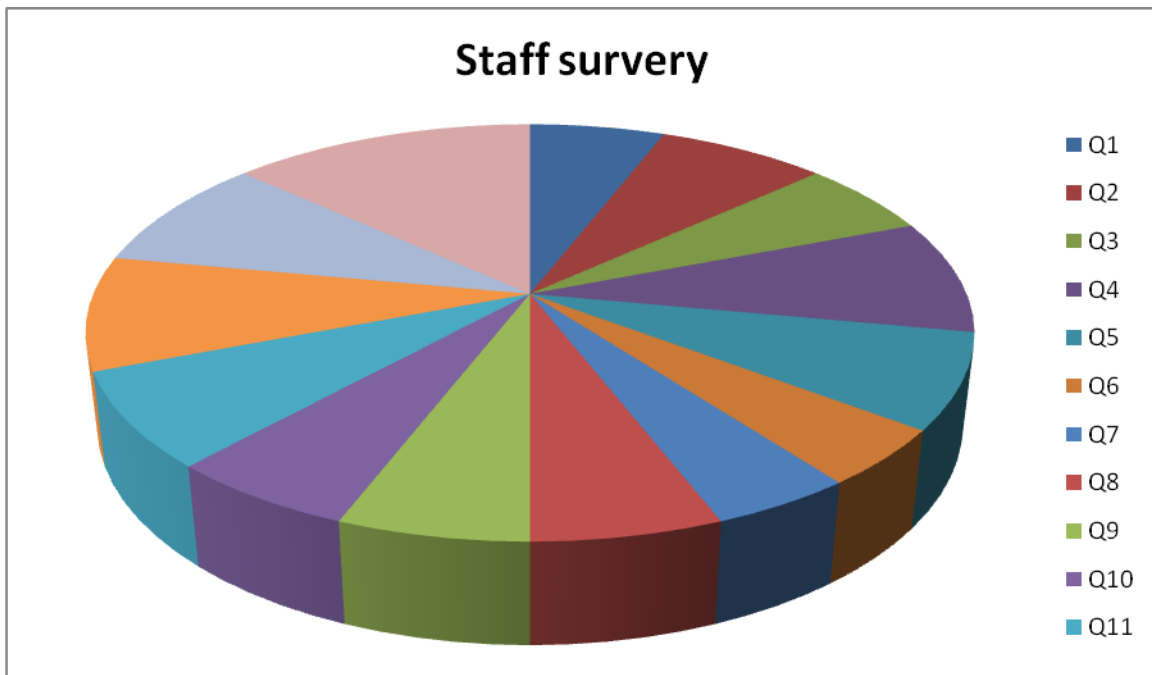
We were then able to identify our three 'areas' of strength and our three areas for further development.

2023-2024

Arolwg Gweithwyr 2023
Staff Survey 2023

<i>Sgôr</i>	<i>C 1</i>	<i>C 2</i>	<i>C 3</i>	<i>C 4</i>	<i>C 5</i>	<i>C 6</i>	<i>C 7</i>	<i>C 8</i>	<i>C 9</i>	<i>C 10</i>	<i>C 11</i>	<i>C 12</i>	<i>C 13</i>	<i>C 14</i>
<i>Score</i>	<i>Q 1</i>	<i>Q 2</i>	<i>Q 3</i>	<i>Q 4</i>	<i>Q 5</i>	<i>Q 6</i>	<i>Q 7</i>	<i>Q 8</i>	<i>Q 9</i>	<i>Q 10</i>	<i>Q 11</i>	<i>Q 12</i>	<i>Q 13</i>	<i>Q 14</i>
1														
2														
3														
4														
5							1							
6	2					2								
7	3		4			1	2	1						
8	4	3	3		2	3	1	2	2	4	2	3	1	
9		5	2	6	3	3	3	4	3	3	3	1	3	1
10	1	2	1	4	5		2	3	4	3	5	6	6	9

Following this we were able to identify the mode for each question and create a pie chart:



We were then able to identify our three 'areas' of strength and our three areas for further development.

Our findings:

Ein 3 gorau - Cwestiynau Arolwg Gweithwyr (2021 - 2022).
Our top 3 - Staff Survey Questions (2021-2022).

1st - Pa mor fodlon ydych chi â'r ffordd rydym yn cadw wybodaeth ddiweddaraf i chi am ddigwyddiadau adathliadau a'r Feithrinfa h.y drwy gyfryngau cymdeithasol, cylchlythyrau?

How satisfied are you with how we keep you up to date with events and celebrations and the Nursery i.e through Social media, newsletters?

2nd - Pa mor fodlon ydych chi gyda'ch goruchwyliwr uniongyrchol?

How satisfied are you with your immediate supervisor?

3rd - Pa mor fodlon ydych chi ein bod yn cael barn plant a llywio ein harfer?

How satisfied are you that we obtain the views of children and inform our practice?

We are very happy with the results. As you can see we scored high on obtaining the views of children. We do so much here and obtain views for our planning, menus, activities, outdoor areas...

We will work on informing the parents more about this particular area however this area has and will always be very important to us as a nursery.

Ein 3 phrif faes ar gyfer datblygiad pellach - Cwestiynau Arolwg Gweithwyr (2021).
Our 3 main areas for further development - Staff Survey Questions (2021).

1st - Pa mor fodlon ydych chi â'r ardal awyr agored?

How satisfied are you with the outdoor area?

2nd - Pa mor fodlon ydych chi gyda'r ymddangosiad y feithrinfa?

How satisfied are you with the appearance of the nursery?

3rd - Sut fydddech chi'n disgrifio'r awyrgylch cyffredinol yn Balŵn Coch?

How would you describe the overall atmosphere at Balŵn Coch?

Our findings from this year, have identified the following:

Ein Top 3 -Cwestiynau Arolwg Gweithwyr (2023).

Our top 3 - Staff Survey Questions (2023).

1st - Pa mor fodlon ydych chi â'r ffordd rydym yn cadw wybodaeth ddiweddaraf i chi am ddigwyddiadau adathliadau a'r Feithrinfa h.y drwy gyfryngau cymdeithasol, cylchlythyrau?

How satisfied are you with how we keep you up to date with events and celebrations and the Nursery i.e through Social media, newsletters?

2nd - Pa mor fodlon ydych chi ein bod yn darparu amgylchedd cadarnhaol ar gyfer y plant o fewn ein gofal?

How satisfied are you that we provide a positive environment for the children within our care

3rd - Pa mor fodlon ydych chi ein bod yn darparu ar gyfer anghenion unigolion?

How satisfied are you that we accommodate the needs of individuals?

Very happy with these.

Ein 3 phrif faes ar gyfer datblygiad pellach - Cwestiynau Arolwg Gweithwyr (2023).

Our 3 main areas for further development - Staff Survey Questions (2023).

1st - Pa mor fodlon ydych chi â'r ardal awyr agored?

How satisfied are you with the outdoor area?

2nd - Ar raddfa o 1 - 10. Sut fydddech chi'n disgrifio awyrgylch cyffredinol yn Balŵn Coch?

On a scale of 1 - 10. How would you describe the overall atmosphere at Balŵn Coch?

3rd - Pa mor fodlon ydych chi gyda'r ymddangosiad y feithrinfa?

How satisfied are you with the appearance of the nursery?

In regards to the areas for further development we have all been working extremely hard to improve these, although we didn't mark extremely low on any area, we will of course prioritise the above 3 areas for further development. As stated within the parent feedback we have already started making some changes to the outdoor area and will continue to work through this throughout the Summer and Autumn months. In regards to the atmosphere staff have been feeling more 'stressed' because of not having the spare staff we are used too. There is also a lot of paperwork to complete which is difficult to keep up with as staff very rarely have any time out. We have been trying our best to recruit since the pandemic however as you can appreciate this has been a challenge for the whole sector.

Thankfully we are now working with Jobs Growth Wales and will hopefully recruit apprentices to join our team.

In order to gain feedback from visitors/external professionals we do our best to gain views on our social media platforms as well as send them a survey in the same format as both the parents and practitioners. Unfortunately we do not always have a great response, therefore it is very difficult to evaluate as thoroughly as we do with the children, practitioners and parents feedback. We try our very best to remember to give out feedback forms after any visits we have arranged for the children such as a visit from the Librarian or Road safety officer.

In addition to this we do our best to obtain feedback during the sign up procedure. Within the registration form we have a section asking parents " **How did you hear about us? What made you choose us?**".

Supplementary to the above we haven't had many visitors at all since the pandemic however we want to improve this, this year.

Part B: The Quality and standard of provision.

1. Wellbeing.

Service Evaluation

Children

As a setting we work with children, parents, external agencies and the community to ensure the wellbeing and safety of our children and to give them the very best start in life. We have a clear commitment to safeguarding children and to promote the rights that children have in regards to being treated with respect, listened too and to be safe from any abuse in whatever form. We also have a duty to ensure that reasonably practical steps are taken to ensure the, health safety and welfare of all persons using the premises. We are mindful of, and comply with **The Health and Safety at Work Act 1974** and all other relevant regulations for example **The Management of Health and Safety at Work Regulations 1999** and **The Workplace (Health, Safety and Welfare) Regulations 1992**.

In addition to this all members of the management team have completed the NDNA 'The UN Conventions on the Rights of the Child' online course and all other members of staff are in the process of undertaking the online Prevent Duty Course through the Home Office; we also have two members of the management team who have completed an awareness course on Female Genital Mutilation.

To promote the Wellbeing of our children at Red Balŵn Coch we create a positive, safe and secure environment to encourage children to develop a positive self-image, independence and autonomy in a way that is appropriate to their age and stage of development. It is extremely important to us that we encourage the physical health of the children within our care for example outdoor play 'whatever the weather', nutritious foods, taking part in programmes such as Designed to Smile, NDNA Healthy Body Happy me week, Beep Beep Days, weekly yoga activities, the daily mile, little cooks cooking activities, gaining our **5 Star Food Hygiene Rating** and **Gold Standard Healthy Snack PLUS Award** as well as taking part in the **Cardiff Healthy and Sustainable Pre-School Scheme (CHaSPS)**.

As a setting we also emphasise the importance of **the new Public Health Wales Programme, Every Child in Wales**, a programme which has been launched to help improve the health and of course wellbeing of children. Findings from a survey have highlighted that parents do not always recognise when their child is overweight. We have already begun sharing the advice delivered by this **new** programme to our parents and we have information on Healthy Weight created by **Every Child in Wales** on display across the setting. We will also be using the

information to educate our children from a early age in regards to how they can help themselves maintain a healthy weight. We also offer parents information on good health through social media links and leaflets.

We have given each parent a bilingual copy of the 10 Steps to a Healthy Weight:



As well as having posters of '10 steps to a Healthy weight' around the Nursery we also have NHS posters around encouraging parents to get their children immunised and at what ages they should have what vaccinations. There are also posters encouraging pregnant staff and parents to get the flu job.

To promote and support the children's wellbeing we also understand how important practitioners are! We take pride in ensuring that we have highly qualified and motivated practitioners working at Red Balŵn Coch. All practitioners receive a detailed induction programme and on-going professional development thereafter. They receive both 'in-house' and external training in a number of areas - all of the child care team undertake compulsory training in Child Protection, First Aid, Food Hygiene and Health and Safety. Practitioners receive regular supervisions and appraisal. Our nursery Practitioners have either attained a Level 2/3 qualification in child care prior to taking up their post or are required, and supported, to progress towards this. All members of the Management team have obtained a management qualification or working towards this.

Within Red Balŵn Coch we believe respectful and supportive relationships between children and practitioners are paramount. Whilst initiating a warm and respectful relationship with the children this helps create secure attachments and is fundamental to the development and learning of each individual child and to meet their individual needs. We strongly believe it is crucial that we can communicate effectively with the children in order to obtain their views and to improve practices. It can be said that within our setting we try our very best to put the children's views first. The children are given freedom of expression and respect is given to their views. We also strive to create an environment where children feel secure to express themselves and their emotions. We avoid stereotyping toys and fancy-dress in to 'boys' and 'girls' to show the children it is fine for them to express themselves and interests through whatever way they want.

For children to feel a sense of belonging we understand that all children need to be respected, valued and listened to; they need to feel that they belong! At Red Balŵn Coch to promote this we operate a key worker system, a child's key worker will be responsible for meeting the physical and emotional needs of the child and to prioritise building a relationship with the child and he/she's parents. The key worker for any child starting Red

Balŵn Coch is identified prior to the child's first visit and the key person is then responsible for settling the child into nursery, for building a warm, caring and responsive relationship with the child and addressing any distress. Young children need to be able to recognise the adults caring for them and in so doing will feel more secure. The key worker can respond more sensitively to individual children because they know their likes and dislikes and because they build this knowledge into the routine of the day planned for the children. As a vital part of the key worker role, the individual practitioner handles most of the communication with parents, who shares information with them about the child's day, routine and general experiences in nursery. The key worker will also be responsible for taking an interest in what each child does, when, how and why. Completion of development records, both spontaneous and structured are carried out and completed by the key worker. In addition this all the seniors of each room are secondary key workers to all children. This is for times when a child's key worker is not there because of sickness or annual leave.

Though it is our aim to create a strong bond between a child and their key worker children may naturally create a bond with another member of staff. If this is the case we will discuss as a team and with the parent whether it would be more beneficial for the child to give them a new key worker they will respond better too. Parents will be informed and informed with any decision made.

Furthermore, the key worker will support each child to develop their independence further. All practitioners support children by helping them with tasks such as dressing, eating, hygiene, toileting and etc. They continuously communicate their beliefs to the children that they are capable and competent individuals. Within our setting we use a backward chaining method, where the last element of a task is done by the child with the adult doing the rest e.g pulling up a sock when the adult has put the foot in. We are all aware that we reduce levels of support over time in recognition of the skills of each child increasing, dependant on their age and stage of development.

In addition to this, we understand that offering children roles of responsibility i.e helper of the day helps with building a child's independence as well as developing Emotional Regulation. We understand it is vital for a child's wellbeing that we talk regularly about emotions, ask children how they are feeling, model to children how to manage emotions and teach all children that ALL emotions are acceptable, it is how we deal with them that is important! We promote consistent boundaries and do our best to ensure that emotional regulation is promoted continuously as well as during focused activities including Circle Time. Individual play plans and multi-agency consultations are also implemented as and when necessary. We welcome all children, including those with special educational needs. We promote equal opportunities in provision of experiences and opportunities for all children and have specific systems in place for reviewing, monitoring and evaluating the effectiveness of our inclusive practice. Furthermore we also implemented the Fundamental British Values within our setting (since 2014) in order to teach our children about democracy, rules of law, individual liberty: freedom for all, mutual respect and tolerance of those with different faiths and beliefs and for those without faith. We include activities based on each value within our planning / focused activities as well as throughout the day. We believe it is extremely important for each child's wellbeing to underpin the values and expectations of Britain today and to celebrate the diversity of the UK; this creates an inclusive environment.

At Red Balŵn Coch we strive to ensure that practitioners remain consistent within groups as far as possible. This means that children and parents become familiar with all in the room and so when their child's particular key worker is unavailable, another trusted members of the team will successfully assume the role of key worker temporarily (secondary key worker). This information is displayed within each group.

Within Balŵn Coch staff recognize the positive correlation between positive relationships and behavior. Where children feel included, respected, safe and secure and when their achievements and contributions are valued and celebrated, they are more likely to develop self-confidence, resilience and positive views about themselves.

We acknowledge that children will be at different stages of development and have different experiences of relationships and behaviour when they join us in nursery. Staff support children as individuals and work with them to build resilience in a positive way.

We support children by acknowledging and validating the feelings of the child without, however, condoning all behaviours. Staff set limits and boundaries whilst helping children to understand their own emotions and those of others as well as supporting them to find positive ways of managing difficult feelings.

We believe that where adults take the time to recognize and understand children's emotions where they then give the child a label for those feelings and support the child to manage them and to problem solve, resilience is built. Over time, self-regulation skills can then become increasingly independently managed.

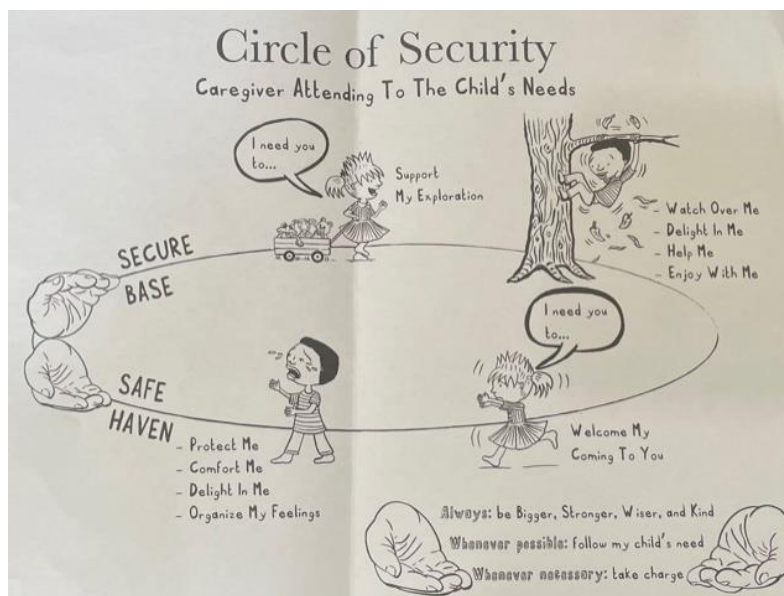
As stated above, staff do not condone inappropriate behaviours. Boundaries and expectations are consistent and the safety of all is paramount.

We encourage children to adopt acceptable behaviours and to have respect for the people and environment around them, we recognise the importance of this in children perceiving themselves as successful, valuable human beings in their own right and seek to boost children's self-esteem across the setting. At Balŵn Coch we adopt a consistent, positive approach to behaviour management, clear boundaries are set and routines and procedures adhered to so that children become aware of the behavioural expectations upon them. Balŵn Coch staff are trained in our positive behaviour management approach both as part of their induction programme as well as on an on-going basis through staff meetings and training days. Our educational psychologist works with all practitioners to ensure a thorough understanding of and adherence to the approaches adopted and the philosophy behind these. The educational psychologist retains overall responsibility for behaviour management issues; she is also supported by Stephanie-Mayy. Concerns regarding the management of children's behaviour are considered priority and time is made available to practitioners, by management, to discuss these as they arise.

It can be said that by following our Relationships Policy, children develop a sense of confidence and competence, self-esteem and self-worth. Children will feel that they are in a stable, calmer, safer and positive environment where they can learn and have fun! Being fair but firm, using positive reinforcement will help build trust between staff members and the children, children will be able to concentrate on activities without as many interruptions that can affect their learning.

Educational Psychologist, Rhona Dyer trained all staff members in Circle of Security over 8 weeks.

Circle of Security
handout from the meeting:



Within our setting we understand the importance of working closely with parents / carers in terms of producing the best outcomes for the children. We aim to ensure that families are kept fully informed of events and activities in the nursery. Information is shared, parents are listened to and any concerns responded to in an efficient and timely manner. We encourage the parents / carers of the children in their care to participate in life at Red Balŵn Coch .

In order to understand what it is that we do well as a setting we regularly gain feedback from our children, parents, practitioners and visitors.

Staff

At Red Balŵn Coch we have a duty to ensure the health, safety and wellbeing of employees as far as reasonably practicable. Without healthy and happy practitioners we cannot provide safe environment for the children in our care. We have in place measures to alleviate as far as practicable factors that could harm employees' physical and mental wellbeing.

At Red Balŵn Coch we have an ethos and an expectation that all practitioners will work hard and carry out their duties correctly and efficiently, all employees will be recognised for their hard work and rewarded for this appropriately. Some of the ways in which we support staff health and wellbeing include:

- Creating an expectation that practitioners 'work smart' and complete all of their work during work hours;
- Ensure that all practitioners understand their roles and responsibilities;
- Ensure that any changes within the setting is communicated with the Team;
- Support practitioners to manage time better;
- Support practitioners with demands such as work load, work patterns and working environment;
- Obtain practitioner feedback regularly;
- Promote positive working relationships and also encourage 'staff social occasions';
- Having a Mental Health champion at the Nursery to help support and provide advice for all practitioners in the setting;
- Providing regular perks such as coffee, tea, biscuits and fresh fruit;
- Purchasing training courses for staff in relation to Health & Wellbeing; we currently have two staff members completed 'Conflict Management' training and another two completed a online 'Communication' training;
- Shopping Voucher reward scheme for good attendance;
- Health promotion.

We also promote the health and well-being of practitioners by:

- Creating a working environment where potential work-related stressors as far as practicable are avoided or minimised through good practices;
- Creating a safe working environment, all employees have the responsibility to co-operate with management to achieve a healthy and safe nursery and to take reasonable care of themselves and others;
- Increasing managers' and employees' awareness of the causes and effects of stress;
- Encouraging practitioners to take responsibility for their own health and well-being through effective health promotion programmes and initiatives,
- Encouraging practitioners to take responsibility for their own work and effectiveness as a means of reducing their own stress and that of their colleagues;
- Developing a culture that is open and supportive of people experiencing stress or other forms of mental ill-health;

- Developing the competence of management in order to manage staff effectively and fairly;
- Engaging with practitioners to create constructive and effective working partnerships both within teams and across the Nursery;
- Establishing working arrangements where employees feel they are able to maintain an appropriate work life balance;
- Ensure that every practitioner reads, understands and complies with policies and procedures across the setting.

Of course the list above is not exhaustive!

Overall Rating: Good

Priorities of improvement

- Improve on how we obtain the views in this particular area for example maybe carry out a survey on Wellbeing only. We hear off parents and children continuously about what we do well in regards to wellbeing however we have not got a robust method of recording these views - **measure improvements by using survey data.**
- Hold more team building sessions.

2. Care and Development.

Within Red Balŵn Coch we believe that we are very responsive to the needs of the children, staff understand the importance of helping children feel secure emotionally as well as physically and mentally healthy. We feel we do a good job at encouraging children to become confident, independent, to develop their self esteem and self-awareness through a wide range of activities.

We also feel we do a good job at promoting the children's needs during admissions at the setting, upon enquiry, an information pack is given to prospective parents and an introductory visit will be arranged. The parents receive a copy of our statement of purpose, admissions policy and a copy of the fees, attendance and registration document. The parent will then be invited to attend a Nursery Visit and will be encouraged to bring their child along to explore the Nursery. During the Nursery visit, the child is shown around, and they have the opportunity to take part in any ongoing activities. The member of management showing the visit around will encourage the child to share their views in regards to likes and dislikes about the Nursery in addition to obtaining the views of the parent(s). If a parent and/or child would like to join our setting he/she will be asked to pay the deposit money and will be invited back to the setting to meet with a member of management to complete the paperwork required for sign-up which include a Child's Entry record, which requests information on the child's likes, dislikes, any allergies and so on. Parent(s) will receive copies of our policies on behaviour; equality, diversity and inclusion; special educational needs; safety and security policy, complaints and sickness & exclusion. In addition to this a parent will provide a password, the password system is in place for the safeguarding of the child, if a member of staff is concerned that they do not recognise the adult collecting a child, she / he will ask for the password of the child being collected. Following the paperwork we provide an appropriate admissions programme and we stagger the intake of children and offer settling-in periods to accommodate each individual child.

During a transition we work in partnership with parents, within our setting we prepare the children depending on their individual needs; we communicate effectively i.e listening to them and discussing the transition and any questions or concerns they may have. We provide opportunities for the children to take part in imaginative and expressive play, it can be said that this helps children express their feelings which is then beneficial to us as practitioners to highlight any issues, concerns or fears a child may have during the transition. We also ensure that the developmental file and all relevant information is complete and made available to the parent, child and external professionals if required. During a child's transition we encourage parents to work in partnership with ourselves to promote their individual child's independence skills. We encourage parents to arrange introductory visits to their new setting/home, to give their child some experience of separation, establish routines, provide reassurance and if going to school we encourage parents to discuss starting school and show a positive attitude towards school. Depending on each individual child the intervention or support will vary, with children with individual needs a meeting might be required where the parents and professional attend and discuss how best to support the child during this difficult time, however it can be said within the setting encouraging all of the above usually makes transitions much more enjoyable for the children and stress-free.

As a setting we all understand that in order to meet the needs of each child, they must be safe and feel happy, secure and comfortable within our care. We are familiar with our own responsibilities in regards to Safeguarding children, Whistle blowing and Confidentiality and how to act swiftly upon any suspicions or concerns that we may have about any child or member of staff in the nursery. In addition to this we understand that routines are extremely important for children in order to influence their emotional and mental security, within our setting each play room has their own routine however routines remain flexible due to children's varying individual needs.

At Red Balŵn Coch we follow the early years curriculum models supporting the care, learning and development of our children within Red Balŵn Coch are the All Wales Curriculum and Birth to Three Matters. Observations and assessments for each child are linked to their age and the relevant framework, observations and assessments are

clear and informative, consistent information can be shared between parents and professionals. As a setting we feel that we have developed consistency and a high standard of monitoring, assessment and planning for the children in our care, observations and assessments inform our planning. The early years curriculum models followed at Red Balŵn Coch enable practitioners to respond to individual needs, obtain the views of children, plan for successful transitions between groups or to School and help practitioners to implement and deliver good quality informed planning across the setting. Effective monitoring and assessments also help identify achievements which can be shared with parents and professionals as well as identify, monitor and evaluate the effectiveness of the activities and opportunities provided to the children at Red Balŵn Coch.

We are hoping to access training on the All Wales Curriculum as we are doing everything inhouse. Staff would like to attend further training.

At Red Balŵn Coch we recognise the importance of play, the relationships between children's learning, care and development and their need for consistency, security and a stimulating environment. Practitioners at Red Balŵn Coch create an environment and provide play opportunities that encourages children to be confident, independent and develop their self-esteem. We encourage children to make decisions about their play and listen to and value what children say as well as talk with them about what they are doing and actively encourage children to explore and experiment their full potential. Through play we encourage children to adopt acceptable behaviours and to respect the people and environment around them. We recognise the importance of children perceiving themselves as successful, valuable human beings and seek to boost children's self-esteem across the setting.

We understand that through play we encourage children to communicate effectively, build relationships and develop their social skills further including the need for strong feelings to be expressed in socially acceptable ways. At all times within our setting the message reinforced to children is that they are valued, important members of the group although at times their specific behaviours may be inappropriate. Through the use of play such as role play, puppet shows, working with others such as construction, children are helped to become aware of their relationships with others, the effect of their behaviour on these individuals and about 'fair play', right and wrong, we do our best to exhibit good models of communication and social skills at all times. It is very important that children are provided with adequate play opportunities as all skills developed through childhood will be refined and developed further throughout life such as relieving stress and tensions, keeping calm, connecting with others and the world around us, making work more productive and pleasurable, supporting children's development, stimulate and boost the mind, creativity, confidence, self-esteem, improve social skills, increases energy, encourage learning and training. As a setting we feel we do well at providing a stimulating environment for children to play and learn, staff have a good knowledge and understanding of play and have received in house training on play work. Stephanie-Mayy Hindley-Morris & Chloe McGlynn qualified as Senior Play workers as well as all Senior Nursery Nurses.

At Red Balŵn Coch we understand to be responsive to the needs of each individual child we must have a good knowledge and understanding of children's learning care and development to begin with and we must be willing to continue to learn and plan our ongoing professional development to develop competency within our own job role.

Overall Rating: GOOD

Priorities of improvement

- Access staff training for new staff - need support from training providers

3. Environment

Practitioners within Red Balŵn Coch provide each individual child with a relaxed classroom routine, individual attention and appropriate activities and expectations to make them feel safe in the Nursery environment as well as encourage good relationships between the children and practitioners. We have a range of robust policies, procedures and risk assessments in place to provide the children with a good quality positive environment and protect the children and everybody else from harm. To ensure the physical environment is of good quality we adhere to the early years curriculum models, both the All Wales Curriculum and Birth to three matters.

We will also be revisiting the ECERs and ITERs guidelines, this year. Now COVID restrictions have gone and we are recruiting more staff, we want to get back to doing this as part of our best practice.

Supplementary to the above, we carry out observations in each room to identify areas of strength and for further development. We do this to see what areas of learning, play opportunities or resources are also needed.

All evidence for this including room plans can be found on site or requested.

At Red Balŵn Coch we pride ourselves on our 'Home from Home' environment and parents past and present have stated that they like this about the setting. Supplementary to this, prospective parents have also mentioned that the Nursery is full of character and a fun place to leave their children.

Within our setting we feel we provide our children with a wide range of play opportunities to encourage a positive learning environment, we ensure that the setting is resourceful and welcoming in order to spark the imaginations of children within our care. We ensure that we have sufficient resources to provide our children with a wide range of play types such as dramatic, locomotor, mastery and objective, we also do our best to promote playwork characteristics, and these are:

- The elements,
- Identity,
- Concepts,
- Sense,
- Varied Landscapes,
- Materials,
- Choices,
- Alternatives,
- Tools,
- Loose Parts,
- Risk,
- Challenge,
- Building possibilities.



We also take satisfaction from the fact that we promote Equality, inclusion and diversity continuously at the setting, we adopt anti-discriminatory practice, we develop positive relationships with our children and we discuss with them our aims for example changing the environment to suit their needs.

We have also implemented the Fundamental British Values; by doing this we encourage respect for other people, paying particular regard to the protected characteristics. We promote the fundamental British Values in order to prepare our children positively for life in modern Britain.

To ensure that the physical environment is safe, of good quality and meets the needs of our individual children we ensure that all risk assessments are reviewed annually and in the event of any significant changes.

To provide a Healthy, safe and positive environment we also work towards the following objectives:

- Ensuring the setting is well lit and ventilated,
- Ensuring the premises are clean and well maintained,
- Ensuring the staff:ratio procedure is adhere to at all times,
- Establishing and maintaining safe working procedures amongst staff and children.
- Making arrangements for ensuring safety and the absence of risks to health in connection with use, handling, storage and transport of articles and substances.
- All electrical sockets have been risk assessed and appropriate measures taken to reduce risk where necessary.
- Ensuring that annual PAT testing is carried out and a five year periodic inspection report produced.
- No plug socket covers are used within the premises,
- Ensuring that the staff room is locked when not in use, using the bolt mechanism. The last member of staff leaving the staff room is responsible for this.,
- Regularly check the premises room by room and also the garden for structural defects, worn fixtures and fittings or electrical equipment and take the necessary remedial action.
- Ensuring Daily Risk Assessments are completed every morning before the children arrive, garden must also be swept,
- Ensuring the provision of sufficient information, instruction and supervision to enable all people working in or using Balŵn Coch, to avoid hazards and contribute positively to their own health & safety.
- Maintaining a safe entry and exit from it the Nursery
- Formulating effective procedures for use in case of fire and other emergencies and for evacuating the nursery premises and practising this procedure on a regular basis to enable safe and speedy evacuation of the nursery,
- Ensuring children under the age of three years are supervised at all times throughout the day, in regards to toileting they must be accompanied by a member of staff,
- Ensure ALL staff receive relevant training,
- Ensuring that no students are left unsupervised at any time,
- Ensuring all relevant records are kept up to date.
- Maintaining a safe working environment for pregnant workers or for workers who have recently given birth, including undertaking the appropriate risk assessments,
- Following the regulations of the Health and Safety at Work Act 1974 and any other relevant legislation.

As well as the above, to ensure our physical environment is of good quality and meets the needs of our children, we all adhere to the Health Care Policy in place, this includes guidelines in regards to hygiene, infection control, nappy changing, washing laundry, food handling, medication storage, immunisations for both children and staff, animals, first aid, messy play and so on.

We also do our very best to maintain good practices in regards to Food Hygiene and Environmental Health.

Overall Rating: GOOD

Priorities of improvement

- Have more Welsh Language visuals on display around the Nursery
- Continue to encourage parents to take more of an interest into Nursery Life

4. Leadership

Within Red Balŵn Coch we feel we have a strong management team, it can be said that together we work well to develop and support practitioners and to provide a high standard of care to our families. As mentioned within our Statement of Purpose we have a clear vision to be recognized as a leading provider of high quality care to pre-school age children, including those with special educational needs. To ensure that children leave Red Balŵn Coch confident and equipped to start the next phase of their education (more information on the Manager's and directors qualifications and experiences can be found within the statement of purpose or training log).

It can be said that having a strong management team and a pool of expertise has most definitely influenced our leadership styles and management practices across the setting. Together we are continuing to improve our knowledge and understanding further and we keep ourselves up to date with theories, models of practice, changes to legislation, provisions or any government guidelines. Furthermore by applying theories within our management and leadership styles we are able to support and develop practitioners further and meet their individual needs to the best of our abilities, which will then result in satisfaction, productivity and an efficient Nursery.

As a management team we do our very best to meet the attributes of leadership below:

1. Courage
2. Self-control. Must control self in order to control others.
3. Keen sense of justice. Need this to gain the respect of followers.
4. Definiteness of decisions. If a leader waivers in their decisions this shows they are not sure of themselves and cannot lead others successfully. Great leaders make decisions quickly and change them slowly, if at all.
5. Definiteness of plans. Need to have practical, definite plans which are stuck to.
6. Have a habit of doing more than paid for. Willingness is a necessary commodity. Willingness to do more than you require of others.
7. Pleasing personality. Nobody with a careless attitude can become a great leader.
8. Sympathy and understanding. Must have sympathy for ones followers. Must understand them and their problems.
9. Mastery of detail. Must know the ins and outs of the business.
10. Willingness to assume full responsibility. Must be willing to assume responsibility for the mistakes of followers. Cannot shift the responsibility.

11. Co-operation. Must understand and apply the principle of co-operative effort and be able to induce ones followers to do the same. There's a difference between leadership with the sympathy and consent of the followers versus leadership by force without this.

Within Balŵn Coch we also apply the Disc - Personality Profiles, created by Dr William Marston. Dr William Marston identified four major behavioral patterns within people and identified how the patterns emerge because of different factors. We use this model to identify the personality profile of each individual practitioner, by doing so we identify behavioral patterns and this can help improve teamwork, motivation, communication and the operation of the organisation. We ensure that each practitioner is aware that there is no right or wrong personality type; we reassure them that this theory is applied in order to develop an understanding of individual personality profiles and adjust our own behaviours to work more effectively with each other.

In addition to this we feel that the theories applied have developed a positive corporate culture within our setting. It can be said that to promote a positive corporate culture we, the management team make expectations of the team very clear from the beginning and we try our very best to meet their individual needs i.e Maslow's, supervision theorists, DISC Profiling and we also carry out VAK (learning styles) tests with practitioners when they begin working at the Nursery. We strongly believe that carrying out VAK (learning styles) test it enables us to build a positive working relationship with each individual team member as we identify their best learning style and we adapt our ways of training and teaching according to their needs. 97% of practitioners within Balŵn Coch are visual learners therefore we have adapted our staff meetings and training sessions from being auditory led to using visual power points and documents. We have two practitioners who are auditory learners however this method works well for them also.

Within Red Balŵn Coch we also encourage a positive corporate culture by empowering practitioners when delegating duties and backing up decisions that have been made by team members unless we strongly disagree with them, and if so then we coach and support the staff member and not reprimand them. Without a corporate culture the organisation would potentially cause practitioners to develop a lack of interest, lack of honesty, conflict between practitioners and a high turnover of staff.

As mentioned previously we have a clear vision at Red Balŵn Coch, we believe this has a positive effect on the children at our setting as we do our very best to obtain their views (make them feel valued) as well as the views of our parents, visitors and practitioners in regards to improvements. We also have a Nursery improvement plan which is created by the Director and employees (evidence available upon request).

Having strong leadership and management is essential to providing the children with a positive, safe and secure, good quality environment. Strong leadership and management promotes communication, anti-discriminatory and inclusive practice, safety and security, good monitoring and assessing practices, parent, community and external professional partnership working and of course a fun and stimulating educational environment. Without strong leadership and management the morale would not be a positive one which will more often than not impact negatively upon the children, the children would not have positive role models to look up to and a lack of stimulation may result in children adopting negative behaviour and attitudes.

Overall Rating: Good

Priorities of improvement

- Implement the Welsh Language offer - We have implemented this a great deal but this will always be ongoing as we are a bilingual setting.
- Continue to improve partnership working with parents.

All evidence referred to in this report is available upon request or on-site.

Amended 15th of March SHMH