**The Service we provide**

Stepaside Community Playgroup offers a warm welcome to all children including those with special needs. At the present time the playgroup provides wrap around care for 2 1/2 to 4 year olds. This service works well in the local community and supports a number of families and single parents who are in full time employment.

The group is registered for 16 children every day and the ratio meets legal requirements we are also registered with CIW and supported by Wales PPA. There are good attendance levels and most days we are running at full capacity. The playgroup is very well resourced both in terms of toys, books and highly qualified staff.

The group is maintained in a purpose built early years setting which provides a modern, bright and vibrant environment. Outdoor facilities are excellent with a soft play area, climbing frames, one of which has recently been purchased. We have also recently had a new wooden playhouse and kitchen for the children to use to develop role play skills.

Through our service to the community at all times we aim to provide a warm, safe and stimulating environment for all our children with the emphasis on learning through play. The key areas being social, physical, mathematical, creative, language and communication skills and knowledge and understanding of the world. Children are encouraged to participate in all activities but never forced and at all times planning for individual needs and preferences is taken into account through provision of both individual and group activities.

**Management of service and staffing.**

The registered person is Mr Paul Harries and the playgroup leader is Mrs Rhiannedd Owen who holds a NVQ level 2 CCLD,NVQ level 3 Specialist support and is currently working towards the new NVQ level 3 CCLPD qualification. MRS Judith harts is the deputy leader and holds NVQ3 CCLD. We continually update our First Aid and Basic Hygiene certificates. Staff files are kept up to date with the relevant training information and DBS check and references are kept in these. Also any updated courses are displayed within the setting. Courses that have been attended are Foundation Phase training, Foundation in the outdoors, Child protection, Welsh. Staff meetings are held weekly and planning is discussed. Planning is evaluated so that we can improve future activities to suit the needs of the children. We have photographic evidence held in books in our foyer for parents to view.

**Record keeping - Policies and procedures.**

We have updated our information pack and this states clearly the policy and procedures for the daily running of the playgroup. It clearly explains complaints procedure and provides useful information relating to CIW and Early Years Wales. All policies are kept in the foyer for parents to view. Policies are there to safeguard the staff and relevant to the needs of the children and their parents.

Pupil records which are confidential and are kept in a booklet and file form in the playgroup along with the accident and incident books. Policies are reviewed annually and were updated in September and October 2019 in light of the staff changes

**Premises and safety**

The playgroup uses a classroom at Stepaside School. It is a large Early Years room that benefits from lots of natural light and is well heated and ventilated. Regular safety checks are carried out on the building and also on indoor and outdoor equipment. Any equipment that is broken is removed and replaced. All insurances are registered through the Early Years Wales. The County Council come into the school annually and carry out safety checks on electrical equipment and also boiler and fire safety equipment are checked. We have copies of all certificates. Fire drills take place termly to ensure children know what to do in the case of an emergency.

**Parental involvement**

We regularly hold a coffee afternoon and encourage the parents to come in. Occasions such as Easter, Mother’s day, Father’s Day, St David’s Day are recognised with such events. We have recently sent out questionnaires to parents because we feel we would like to have formal feedback from parents.71% were returned.

Parents are actively encouraged to take part in Springboard activities which are currently running in the School community. These activities involve parents and children working together on projects such as puppet making and story telling.

We have an open door to parents if they have any concerns we are always there to reassure. We are also going to introduce a comment box for parents which will be in the cloakroom area.

**Parental Questionnaire Responses**

100% of responses stated that their child enjoys going to playgroup 'a lot'

71.4% thought that the quality of care is excellent or very good

85.71%Thought that the indoor and outdoor play equipment are excellent or very good.

100% strongly agree or agree that playgroup is a friendly and inviting place and that their child is safe there.

Here are the responses to the questions relating to parental satisfaction

I am satisfied with my child’s learning and developmental progress at playgroup *strongly agree 57.1% agree42.9%*

I feel my child undertakes a wide range of activities *strongly agree 57.1% agree 28.6% neither agree nor disagree 14.3%*

My child’s keyworkers adequately understand my child’s learning needs *strongly agree 57.1% agree 42.9%*

Playgroup prepares my child well for starting school *strongly agree 42.9% agree 57.1%*

My child benefits from attending playgroup *strongly agree 57.1% agree 28.6% disagree 14.3%*

Those parents of children with special needs were satisfied that their child's needs are responded to.

100% of responses stated that the parents are very satisfied with the suitability of the Stepaside Community Playgroup environment for their child.

**Action plan for improvement**

1. Monthly newsletter to parents

2. To focus on development of and safety in the outdoor play area

3. To update playgroup brochure and welcome pack to reflect the change in staff and premises.

4. To develop a new parental questionnaire to issue in spring term 2020

This quality of care report was completed on 27th September 2019.

Compiled by:

 Mrs Rhiannedd Owen Playgroup Leader

Mrs Judith Harts Deputy /Playgroup Assistant

Quality of care report to be reviewed by 28th February 2020

Stepaside Playgroup