

**QUALITY OF CARE REVIEW**

**Self-evaluation template for providers of childcare and play services**

[Mae’r ffurflen gais hon hefyd ar gael yn Gymraeg](https://arolygiaethgofal.cymru/cofrestrwch-i-ddarparu-gwasanaeth?_ga=2.220979096.161756350.1540294991-1273962600.1539955450) / This template is also available in Welsh

**Your self-evaluation**

Self-evaluation is important in helping you to consider how best to create, maintain and improve your service so that it:

* Meets the highest standards of safe, quality childcare and play;
* Offers the best experience for children; and
* Contributes to children’s well-being outcomes.

Your service’s Quality of Care Review also fulfils your legal duty under regulation 16 of the Child Minding and Day Care (Wales) Regulations 2010.

**When to use this template**

You can use this template annually to record your Quality of Care Review. The template can be downloaded and saved to your personal computer and/or other portable devices such as tablets.

Your Quality of Care Review should be made available at inspection or when requested by your inspector.

This Review of Quality of Care (QoC) template is available to assist you when formatting your QoC report. If you use an alternative format, it must be compliant with the Child Minding and Day Care (Wales) Regulations 2010.

You do not need to send us a copy of your review unless specifically required to do so by your inspector. For those services due to receive a joint inspection by CIW and Estyn, you may use the template and cover all themes in the joint inspection framework, or use an alternative method.

**About the self-evaluation template**

The template is in two parts:

**Part A** tells us what those who use the service think of the quality of the provision you offer.

**Part B** gives you an opportunity to evaluate your provision and judge how well you view your service is doing.

Questions you will wish to consider in your evaluation:

* What do you do well?
* How do you know?
* What is the benefit to children?
* What is it you want to improve?
* How will you measure improvements?

**Part A: Service details and views of those who use the service**

This part of your self-evaluation must record:

* The views of the children who attend your service and those of their parents or carers;
* The views of other professionals who may work with you, such as local authority advisers/ development workers for Flying Start or Foundation phase education, Family Information Services health professionals; children’s centre staff and any other childcare provision; and
* Details of any quality assurance scheme you participate in.

Please include examples of the ways in which you seek views, the numbers involved, a summary of the responses, and any action you have taken to improve as a result of those views.

**Methods of collecting views**

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| --- |
| (Maximum 500 words)      |

**Numbers of children, parents, carers and professionals providing feedback**

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| --- |
| (Maximum 500 words)      |

**Summary of responses**

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| --- |
| (Maximum 500 words)      |

**‘Improvements you will make, or have made, as a result of feedback’**

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| --- |
| (Maximum 500 words)      |

**Part B: The quality and standard of provision**

This part of the template covers service evaluation and self-assessment rating.

**Service evaluation** –this iswhere you set out:

* Your strengths
* Any areas for improvement
* The actions you propose and how you will tackle them
* How they will be monitored and
* How you will measure success.

**Self-assessment rating** – it isimportant to include your own judgement to rate how well you are doing in the areas of:

* Well-being
* Care and development
* Environment
* Leadership and management

Please see the four ratings below that are used by us to inform your assessment of your practice.

**Excellent**: These are services with many strengths that are committed to ongoing improvement, including significant examples of sector leading practice and innovation. These services deliver high quality care and support and are able to demonstrate that they make a strong contribution to improving children’s well-being.

**Good**: These are services with strengths and no important areas requiring significant improvement. They consistently exceed basic requirements, delivering positive outcomes for children and actively promote their well-being.

**Adequate**: These are services where strengths outweigh areas for improvement. They are safe and meet basic requirements but improvements are required to promote well-being and improve outcomes for children.

**Poor**: These are services where important areas for improvements outweigh strengths and there are significant examples of non-compliance that impact negatively on children’s well-being.

**1. Well-being**

This is about the progress different groups of children are making, taking into account their age, development and needs. It is about how your service is contributing to children’s well-being, helping them to have a voice, develop their skills and become independent and confident.

**Service evaluation**

Questions you will wish to consider:

* What do you do well?
* How do you know?
* What is the benefit to children?

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| --- |
| (Maximum 500 words)      |

**Your priorities for improvement**

Questions you will wish to consider:

* What is it you want to improve?
* How will you measure improvements?

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| --- |
| (Maximum 500 words)      |

**Your assessment of well-being**

My practice is (select onebox only):

|  |  |
| --- | --- |
| **Excellent**: my practice is exemplary  | ☐ |
| **Good**: my practice is strong  | ☐ |
| **Adequate**: my practice requires improvement  | ☐ |
| **Poor**: my practice requires significant improvement  | ☐ |

**2. Care and development**

This is about how responsive practitioners are in meeting children’s needs – how they help children feel emotionally secure and ensure children are physically, mentally and emotionally healthy. It is also about ensuring that children are being developed and build relationships with other children, become self-aware, confident and are achieve well-being.

**Service evaluation**

Questions you will wish to consider:

* What do you do well?
* How do you know?
* What is the benefit to children?

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| --- |
| (Maximum 500 words)      |

**Your priorities for improvement**

Questions you will wish to consider:

* What is it you want to improve?
* How will you measure improvements?

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| --- |
| (Maximum 500 words)      |

**Your assessment of care and development**

My practice is (select onebox only):

|  |  |
| --- | --- |
| **Excellent**: my practice is exemplary  | ☐ |
| **Good**: my practice is strong  | ☐ |
| **Adequate**: my practice requires improvement  | ☐ |
| **Poor**: my practice requires significant improvement  | ☐ |

**3. Environment**

This section is how you ensure that the physical environment you provide is of good quality and meets the needs of the children using your service.

**Service evaluation**

Questions you will wish to consider:

* What do you do well?
* How do you know?
* What is the benefit to children?

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| --- |
| (Maximum 500 words)      |

**Your priorities for improvement**

Questions you will wish to consider:

* What is it you want to improve?
* How will you measure improvements?

|  |
| --- |
| (Maximum 500 words)      |

**Your assessment of environment**

My practice is (select onebox only):

|  |  |
| --- | --- |
| **Excellent**: my practice is exemplary  | ☐ |
| **Good**: my practice is strong  | ☐ |
| **Adequate**: my practice requires improvement  | ☐ |
| **Poor**: my practice requires significant improvement  | ☐ |

**4. Leadership and management**

This section is about the effectiveness of your leadership and management; or if you are a child minder how well you organise your service. It covers:

* Meeting the requirements of the Welsh Government ‘National Minimum Standards’[[1]](#footnote-1) and other government requirements e.g. ‘Building for a Brighter Future’[[2]](#footnote-2)
* Self-evaluation and improvement planning
* Performance management and professional development
* Safeguarding
* Developing children and contributing to their well-being
* Your vision for the service
* Management and development of practitioners and
* Partnership working.

**Service evaluation**

Questions you will wish to consider:

* What do you do well?
* How do you know?
* What is the benefit to children?

|  |
| --- |
| (Maximum 500 words)      |

**Your priorities for improvement**

Questions you will wish to consider:

* What is it you want to improve?
* How will you measure improvements?

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| --- |
| (Maximum 500 words)      |

**Your assessment of leadership and management**

My practice is (select onebox only):

|  |  |
| --- | --- |
| **Excellent**: my practice is exemplary  | ☐ |
| **Good**: my practice is strong  | ☐ |
| **Adequate**: my practice requires improvement  | ☐ |
| **Poor**: my practice requires significant improvement  | ☐ |

Please use the box below if there are any further comments you wish to include

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| --- |
| (Maximum 500 words)      |

Name of Responsible Individual/Registered Person:

Signed:

Date:

1. For National Minimum Standards see: <https://careinspectorate.wales/regulations-and-national-minimum-standards-day-care-and-play> [↑](#footnote-ref-1)
2. Building for a Brighter Future: <http://gov.wales/docs/dcells/publications/130716-building-brighter-future-en.pdf> [↑](#footnote-ref-2)