

CIW Feedback Survey – Staff

The views of people who use or work in a child care setting are important to us. They help us form a view of the way in which a service and its staff help promote the well-being of children.

Please take a few minutes to tell us your views about working at the child care setting.

Your individual comments are confidential and will not be shared with the service provider. If you would prefer to speak to us about your feedback, please contact us on 0300 7900 126.

All services can be found on the CIW website. Please look up the service you are providing feedback on in the directory: CIW Find a care service www.careinspectorate.wales/service-directory.

Please enter the name in the box below as it is written in the CIW directory.

Name of Service:	
Date:	

1. Please select the service type:

- Child minder
- Crèche
- Full day care
- Out of school care
- Sessional day care
- Open access play provision
- I don't know

Each service has its local authority as part of its directory entry.

2. Please select the local authority in which the service is operating.

- | | |
|--|--|
| <input type="checkbox"/> Blaenau Gwent | <input type="checkbox"/> Newport |
| <input type="checkbox"/> Bridgend | <input type="checkbox"/> Pembrokeshire |
| <input type="checkbox"/> Caerphilly | <input type="checkbox"/> Powys |
| <input type="checkbox"/> Cardiff | <input type="checkbox"/> Rhondda Cynon Taf |
| <input type="checkbox"/> Carmarthenshire | <input type="checkbox"/> Swansea |
| <input type="checkbox"/> Ceredigion | <input type="checkbox"/> Torfaen |
| <input type="checkbox"/> Conwy | <input type="checkbox"/> Vale of Glamorgan |
| <input type="checkbox"/> Denbighshire | <input type="checkbox"/> Wrexham |
| <input type="checkbox"/> Flintshire | <input type="checkbox"/> I don't know |
| <input type="checkbox"/> Gwynedd | |
| <input type="checkbox"/> Isle of Anglesey | |
| <input type="checkbox"/> Merthyr Tydfil | |
| <input type="checkbox"/> Monmouthshire | |
| <input type="checkbox"/> Neath Port Talbot | |

For office use only:

Date of Issue: / /

INSP No:

3. Well-Being

	Always	Sometimes	Never
Children are happy in our care			
Children's voices are heard			
The children are cared for safely			

4. How would you rate Well-being at the service?

- Excellent
- Good
- Adequate
- Poor

Comments:

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INSP No:

5. Care and Development

	Always	Sometimes	Never
I meet the needs of the children in my care			
I have a good understanding of my role and responsibilities in keeping children safe and healthy			
Safeguarding issues/concerns for children are managed well			

6. How would you rate Care and Development at the service?

- Excellent
- Good
- Adequate
- Poor

Comments:

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7. Environment

	Always	Sometimes	Never
The premises are safe and secure			
The environment meets the children's needs			
All children have access to a wide range of good quality resources			

8. How would you rate the Environment at the service?

- Excellent
- Good
- Adequate
- Poor

Comments:

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9. Leadership and Management

	Always	Sometimes	Never
I have a contract of employment and a relevant job description			
I receive regular supervision			
I have an annual appraisal			
I have the opportunity to give feedback on the quality of care delivered at the service			
I feel comfortable approaching my manager with a question or problem			
Leaders are visible, supportive and effective			

10. How would you rate Leadership and Management at the service?

- Excellent
- Good
- Adequate
- Poor

Comments:

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11. Would you recommend working here?

Yes

No

Maybe

If no, please say why:

12. I am aware of the Welsh Government guidance on 'Food and Nutrition for child care settings'?

Yes

No

Active Offer – Care providers should actively offer and deliver Welsh language care services to the same standard as English language care services.

13. Is the Welsh Language 'Active Offer' promoted within the service?

Yes

No

Sometimes

14. Please provide any additional views or comments:

Thank you for completing this survey.

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What we do with the information we receive from you

We may discuss issues raised within this questionnaire as part of the inspection and matters may be referred to in the inspection report. However, we will not disclose your identity.

Important: We process any personal and/or sensitive information we hold about you fairly and lawfully, and we only ask for such information where it is necessary for us to carry out our role. For more information about how we process your personal data, and your rights in relation to this, please see our Privacy Notice at www.careinspectorate.wales/how-we-use-your-information, or contact us for a paper copy at 0300 7900 126 or www.careinspectorate.wales/contact-us/get-in-touch.

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