

Self-evaluation tool

Name of service: Happy Childcare Agency

Name of manager: A. Manager

Date of self-evaluation: August 2024

Quality indicator 2:2: Staff are used effectively to meet the needs of children and families

How are we doing?

Meaningful engagement between staff and families supports a partnership approach ensuring children are healthy, happy and safe

Unsatisfactory	Weak	Adequate	Good	Very Good	Excellent
			x		

Staff understand their responsibility in ensuring children’s wellbeing needs are identified at the earliest opportunity

Unsatisfactory	Weak	Adequate	Good	Very Good	Excellent
			x		

Recruitment procedures are effective and reflect best practice guidance

Unsatisfactory	Weak	Adequate	Good	Very Good	Excellent
				x	

Induction is tailored to the learning and development needs of the individual staff member

Unsatisfactory	Weak	Adequate	Good	Very Good	Excellent
		x			

How do we know?

What did we do?

We issued surveys focusing on how involved families felt in developing their child’s personal plan. **(20 surveys issued, 10 returned, 50% return rate)**

Staff carried out activities with children during sitter sessions. These sessions focused on children’s wellbeing and whether children were confident staff knew about their interests, likes and dislikes. **(12 children involved over 10 sitter sessions)**

We reviewed the feedback we had in placement documents about how staff interacted with children how well they supported children and met their needs over the last 6 months. **(20 questionnaires reviewed)**

We used the improvement and support questions from the quality framework to reflect on our practice.

We gathered staff feedback about their knowledge of our codes of practice and policies and procedures and how they felt about their induction and the ongoing training opportunities we provide. **(8 staff involved)**

We collated information from staff training records and appraisals to assess whether our staff team have the right skills and knowledge.

We audited our recruitment files from the last 6 months benchmarking to the safer recruitment guidance.

What did we find?

Overall, families were happy **(100%)** with the staff who were caring for their children. Just over half of families **(60%)** said they had regular opportunities to contribute to their child's personal plan.

60% of children told us that staff knew about their interests, likes and dislikes, while **40%** said they were unsure. Two children commented they had filled out 'all about me' but that this was boring.

All children asked told us staff made them feel safe.

Our staff are knowledgeable and keen to learn however there are some gaps in staff knowledge about personal plans and how effective communication supports the development of personal plans.

Staff feedback told us they would value more training opportunities on current best practice guidance documents to support them in their roles. Some areas included: outdoor play for younger children and creative play opportunities especially for older children. **75% of staff** told us that they needed to have more regular development opportunities.

A small number of our established staff team retired after Covid, and we have recently recruited some new members of staff who are still going through their induction and learning our procedures. Discussion with staff and our audit of files showed some gaps in our induction which meant that new staff did not feel as equipped for their roles as we would like.

All recruitment files **(4)** audited from the last 6 months were fully in line with the safer recruitment guidance. We identified some key strengths such as use of values-based interviews where staff had less experience in caring for children.

What are we going to do now?

We plan to introduce a family engagement policy, which will include how we involve families in personal planning, and we will introduce development activities for staff to support this.

We currently have 'all about me' sheets for children to help capture their interests, likes and dislikes. We will ask children to design new versions that are more engaging and capture what is important to them, and we will ensure staff regularly discuss and update these if things change.

We are going to review our annual training plan, which will be based on an analysis of staff development needs. We will also review our induction to identify how we can ensure staff feel fully equipped for their role.

Next steps: developing your improvement plan

The service retains overall responsibility for completing and reviewing the improvement plan. This should be in a format which can be shared. Aim to review this plan regularly and make the information accessible so you can share it with the people who experience your care, their families, staff, and others involved with your service. It is essential that they are part of the review process and that they feel some ownership of the plan.

Outcome What do we want to achieve?	Actions How are we going to do it?	Timeframe When do we want this to be completed or next reviewed?	Person responsible Who is doing each action or responsible for ensuring it gets completed?	Where are we now? What have we achieved and what has prevented us from doing what we wanted?
All families to feel they have regular opportunities to contribute to their child's personal plan	<p>Develop a new family engagement policy that will include clear roles and responsibilities for involving families in their child's personal plan.</p> <p>Invite families to join a focus group to support the development of the new policy.</p> <p>Staff development will focus on personal planning guidance, and we will source online resources regarding</p>	<p>Six months</p> <p>A date agreed and invites to be sent out in the next four weeks.</p>	<p>Manager and family focus group reps</p> <p>Manager</p>	<p>Initial focus group had to be postponed at short notice due to strikes. Rearranged date is sometime away due to pre-booked leave.</p>

	<p>different ways to engage with families.</p> <p>Review the impact of the new policy and consider any further changes needed</p>	12 months		
<p>All children will feel that staff know about their interests, likes and dislikes.</p>	<p>Develop plan for engaging with children on how to design new 'all about me' sheets</p> <p>Collate feedback from children and create new 'all about me' sheets. review final versions with children to ensure they meet children's needs.</p> <p>Update procedure to include that Staff will discuss 'all about me' with children when it is their first sessions with a family or at least every six months. Staff will update these based on children's views.</p>	<p>Four weeks</p> <p>Eight weeks after initial consultation sessions with children</p> <p>Four weeks</p>	<p>Manager and allocated staff member</p> <p>Allocated staff member (s)</p> <p>Manager</p> <p>Manager will sample periodically.</p>	Completed

	Revisit survey to check if this has been successful in achieving aim.		Manager	
Staff are well equipped to carry out their role due to improved induction processes and development opportunities.	<p>Carry out development needs analysis</p> <p>Review and update induction pack – link to national ELC induction resource</p> <p>Create training and development plan for individual staff (include outdoor play and play for older children)</p> <p>Test new induction pack – update as we go.</p>	<p>Three months</p> <p>Three months</p> <p>Six months</p> <p>Six months (post new induction pack being developed) or when ready and new staff are recruited</p>	<p>Manager</p> <p>Provider/owner</p> <p>Manager and staff</p> <p>Staff mentors and new staff</p>	