

THE VALUE OF

Quality for All

2017 not only marks Wales PPA's 30th anniversary, it also sees the fifth anniversary of our quality assurance scheme, Quality for All.

We hear from a member group that believed in the value of being quality assured all the way back then and has recently achieved Highly Commended following their fifth assessment.

In the five years since Wales PPA launched its quality assurance scheme, Quality for All (QfA), over 300 providers have chosen to demonstrate that they are committed to providing exceptional quality childcare. Quality for All gives you the opportunity to say how you manage your provision, what you do and how you do it.

Last issue we introduced you to Cathryn Evans, Playgroup Manager of Afan Playgroup in Neath Port Talbot who had been awarded a Pass Plus at their initial accreditation in May 2016. Cathryn explained the motivation behind the group choosing to do the QfA and what they have learnt from the assessors' feedback.

In this issue Rebecca Davies, Deputy Manager of Childsplay Nursery in Carmarthenshire speaks to Claire Thomas, Wales PPA's Quality for All Co-ordinator, and lays to rest any doubts you may have regarding the value of being quality assured and how, once completed it can save you time.

QfA: We are often asked 'What is the point of being quality assured?' What would you say and how has being quality assured impacted your provision, if at all?

Childsplay: Christine Miller, Wales PPA's Development Worker for Carmarthenshire initially recommended we consider undertaking the Quality for All award. We had no hesitation to do so because we value Christine and her knowledge with the highest regard.

We feel it is important to be quality assured to ensure that as a team we offer the best possible provision for all our users, from the children and their families to outside agencies and professionals. We are here to provide a service and by being quality assured we can prove, and be proud that we go above and beyond the National Minimum Standards (NMS). We want to be the best at what we do and Quality for All gives us that recognition.

Achieving QfA status has benefitted our business greatly. It is because of our QfA accreditation we are able to be a part of Flying Start and offer our excellent services to a wider range of people. The only impact it has had on our business is a positive one.

My advice to anyone looking to better their provision would be to join up to the Quality for All scheme. It is a simple, yet extremely effective process.

QfA: Quality for All is designed to link to the demands made on you by regulators and local authorities so it can reduce duplication of your work, allowing you to make best use of your resources. What are your





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thoughts on the evaluation form and how would you respond to groups that say 'We have so many demands on us right now', 'I haven't got time to complete the evaluation form'?

Childsplay: The evaluation form is a clear, concise document which we have found easy to understand, complete and follow. Management are responsible for filling in the evaluation form which is then discussed during staff meetings. Feedback from staff is always welcome and included wherever applicable. It is a working document and is always at hand if needs be. We feel it has helped us greatly as a setting. It enables us to maintain the high standard of care, education and provision we pride ourselves on and is a constant reminder of proposed actions.

QfA: Providers often ask how they can improve their grades. What qualities do you believe your provision has that led the assessor to award you with Highly Commended?

Childsplay: We constantly aim to deliver the best quality care to the children in our provision. We are a large nursery with over 26-years experience which demonstrates our commitment to childcare. We hope this was evidenced during our assessment as well as on the evaluation form. We are a reflective practice and are constantly looking for ways to improve. We have implemented the *2Simple* and *ClassDojo* apps, and are receiving very positive feedback from parents. We believe that communication is key in providing an excellent service and reflect on this in all aspects of our work. Whether it be with parents through *ClassDojo*, or outside agencies such as speech and language therapists, school link teachers, Design to Smile etc. We recognise

the importance of technology - we not only use it as a business tool, but ensure the children are also given the opportunity to develop their ICT skills - all use by children is educational and carefully monitored.

QfA: Providers often find the prospect of being “assessed” quite daunting. What would you say to re-assure them?

Childsplay: Assessments usually last three to four hours. We can all be a little anxious, however this soon changes. Our QfA assessors have been friendly, chatty and positive. They have always made us feel at ease and we are able to carry on as normal. There is no feeling of intrusion which can sometimes be the case during an inspection. The assessors have a background in childcare and have been able to provide useful advice which we have implemented. Once you receive your accreditation, the evaluation can be continuously updated and amended. It is clear, concise and easy to understand. It enables us to plan and develop for our following evaluation(s).



≡ Congratulations ≡

Conclusion

We would like to take this opportunity to Congratulate Childsplay Nursery for being the first provider to achieve their Quality for All accreditation for the fifth year running. Here's to the next five!

We hope Rebecca has demonstrated the value of being Quality Assured and how being Quality for All accredited can really benefit your business.

To sign up or for any other questions about QfA please contact Claire Thomas at: qfa@walesppa.org