

Care Inspectorate Wales

The Child Minding and Day Care (Wales) Regulations 2010 – Regulation 16- Review of quality of care

16.—(1) The registered person must make suitable arrangements to establish and maintain a system for monitoring, reviewing and improving the quality of care given to children.

(2) The system established under paragraph (1) must make provision for:

(a) the quality of care to be reviewed at least annually; and

(b) the registered person to obtain the views of—

(i) relevant children;

(ii) the parents of relevant children;

(iii) a local authority arranging for child minding or day care for a relevant child; and

(iv) persons employed to look after relevant children, on the quality of care provided, as part of any review undertaken.

(3) Following a review of the quality of care, the registered person must within 28 days prepare a report of that review and make a copy of that report available in an appropriate format when requested by—

(a) the parents of relevant children;

(b) a local authority arranging for child minding or day care for a relevant child;

(c) persons employed to look after relevant children; and

(d) the Welsh Ministers.

Within this resource we have provided a range of top tips and things to consider when you are completing your Quality of Care Report (QOC). We always recommend you look at the Care Inspectorate Wales (CIW) template online ([Quality of Care Review- childcare and play services](#)) This document provides lots of ideas and things to consider. It is important that you remember:

- that your Setting is individual and you need to think about your unique selling points.
- that reviewing and reflecting on your practice is something you should be consistently doing and not just in preparation for your QOC. If you are doing this regularly, it will make your QOC report much easier to prepare.

Where to Start?

There are a few things you should do before you start writing your report.

Look at your previous QOC report - You should always be reviewing the quality of care you provide. What has changed since then? Were there things that you needed to improve on from your last report? Did you implement changes, and how? Have these changes enhanced your service? If they haven't, what else are you trying/going to try?

Look at your most recent CIW Inspection Report- What went well in this report? Are you still doing well within these areas? If there were any recommendations, how did you address those recommendations?

Have there been any changes to your service in the last 12 months? What were the reasons for these changes? Have these changes improved your service and if not what else are you trying?

Who is responsible for the QOC report? The Registered Person/ Responsible Individual is responsible for ensuring the QOC report is completed to a high standard and is submitted in time. They will play a large part of producing the QOC report but you will need the support of your whole team to complete the report.

Gathering data. This resource will give you guidance on the types of information to gather. All of the information you will need can be obtained throughout the year.

Consulting with your service users and staff

Children:

Think about how you currently ensure children are involved in their club. How are you gathering their ideas and how have you implemented those ideas and needs to ensure the children know they have been listened to?

Ensure you consider the ages and stages of development of all of the children. This will mean you will need to consider a variety of methods to ensure you are listening and responding to the voice of all your children.

- Verbal, pictorial, written
- Children's notice boards
- Suggestion boxes
- Observations of play
- Children's questionnaires
- Games
- Dot voting
- Circle time
- Participation policy

How are you evidencing this?

- Keeping questionnaires / data obtained through games/observations/dot voting
- Photographs of noticeboards
- Minutes of meetings
- Diaries

When writing your review discuss how from all of the above you are doing positive things to ensure the children's voices are listened to. Include quotes from any questionnaires or conversations you have had with the children.

Parents

When consulting with parents, consider time restraints. Emails are sometimes quicker and easier to gather parents' views. Parents can email their views without the use of a questionnaire. Use any emails you have received to quote positive feedback. You can use social media to great effect if you know the tools to use. Clybiau Plant Cymru Kids' Club have a pre-recorded webinar to support you in utilising social media.

- Share questionnaires on your social media page. CPCCKC have a template Google document you can use to create these.
- Utilise polls on social media
- You don't have to ask a lot of questions at once; why not have a 'question of the week' up on the door, using dot voting?
- Verbal conversations
- Don't just engage with current users, look wider, are there people not using your service? Why, what could you change?
- Consider whether you are covering all aspects of the service such as food, resources, structure, times of provision.

How are you evidencing this?

- Quotes from emails and questionnaires
- Diaries
- Keep an evidence file that you can provide when CIW inspect as well as providing data within your QOC
- Tick boxes which you can collate to demonstrate statistics

All of the above will give you a variety of methods to evidence how you have communicated with parents, both qualitatively and quantitatively. Remember to discuss the positive ways you have used this feedback to enhance your service. This is also a good way to promote your unique selling points and the strengths of your provision.

Staff

It is important that you remember to include the voice of your staff when completing your QOC review. How do you ensure staff are able to communicate any concerns and ideas? How are they involved with the QOC review, have they also reflected on the service? Create a work culture where constructive feedback is welcomed and where staff feel confident to put forward ideas and suggestions.

- Staff meetings
- Staff supervision and appraisals
- Staff Questionnaires
- Comments and suggestions box for staff
- Staff training and evaluations
- Staff to input into a reflective log, what went well and what didn't

- Consideration of time restraints with staff hours- you can put a “what went well” as a Google document and ask staff to complete these quickly at the end of their shift/after a new activity.

How do you evidence this?

- Recorded minutes
- Record of supervision and appraisals
- Data collection from questionnaires
- Records of continual professional development
- Google documents

Using evidence to collate your findings

It is important within your Quality of Care Review to include how you are implementing the actions that you have identified from all your data gathering.

- Use Quotes from emails and questionnaires
- Draw upon diary entries
- Records of staff meetings that include discussions of feedback from service users
- Your action plans. These should be a dynamic working document that is regularly revised and reflected on, and not just created for the purpose of the QOC review

Keep an evidence file that you can provide when CIW inspect to back up what you have put within this QOC. Within your report you would include data that you have gathered from this evidence file.

Remember- it is not always possible to act upon all suggestions and comments that service users give you and this is okay. Ensure that you explain within your QOC that you have assessed these comments and have concluded that it is not possible to implement this and the reasons why. If there are compromises that can be made or an alternative way of addressing these suggestions talk about it within your QOC. Ensure that as part of this process you are feeding back directly to the service users themselves (parents/children) and to staff members, so that everyone is aware of feedback received, actions taken, any compromises and reasons behind lack of action in some cases. This transparency will support trust, enhance communication and encourage others to come forward with ideas and suggestions in future to continue building on the quality of your service.

Presenting your QOC report

CIW don't mind how you present your QOC, so this can be done in any way you think is best. Remember all Settings are unique and what might work for one Setting may not work for others. CIW has a template that you can use and we would recommend you look at this [Quality of Care Review- childcare and play services](#)

Within each section you should discuss how you have gathered data, the methods used and the findings from this data. What have you learned about your provision from this data? What is working well and how can you improve even further on this? How are you going to address anything that needs improving? Have you addressed these needs for improving into your action plan? What do you want to achieve in the next 12 months? Don't forget, you are doing a good job so show this.

CIW's Four Key areas

There are four areas that CIW would like you to review. You will need to discuss what you are doing well, how you can evidence this, what is the benefit to the child. What areas do you need to improve or want to develop further and how you will measure it in relation to the following four areas.

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

You should give yourself a rating for each of the four areas using the following guidance :-

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.

Key area 1: Wellbeing

Within this section you need to think about how your Setting is contributing to the children's wellbeing. How do you ensure they have a voice and that their voice is heard? How are children able to be actively independent and how are you supporting this skill?

What activities do you do to promote children's voices and ensure that they have been heard? Examples could be: involving children in developing boundaries/rules, planning activities, ideas for new resource/equipment purchasing, or having a child 'Wellbeing champion' (or Wellbeing Group). How can you evidence these elements?

Key area 2: Care and Development

This area is all about how you ensure the children are emotionally, physically and mentally secure.

You need to think about how responsive you are to the needs of the children; how would you rate yourself on this in relation to the above criteria? You will have discussed wellbeing in Key area 1 but

within this section you can mention the specific things you do to promote positive wellbeing as this supports the children's emotional and mental security.

Within this section, discuss opportunities relating to physical activities you provide. You should think about what you provide continuously for physical activity as well as any specific activities you have provided. How have these benefited the children and how do you know this? What feedback have you had from the children and how are you planning to extend this or improve? Remember that physical activity has great benefits to wellbeing.

What healthy snacks do you provide and how do you ensure nutritional benefit? You need to consider Standard 12.2- "if children receive meals and/or snacks, they are safely prepared, nutritionally balanced, of good quality and appropriate in quantity following recommendations in Welsh Government Food and Health Guidelines for Early Years and Child Care Settings (2009)"

Discuss any organisations you have worked with such as any Healthy Start or quality schemes. How are the children involved in meal planning and their ideas implemented? How are they involved in snack preparation?

You can discuss your behaviour policy within this section, what are your procedures and how effective are they? Have you needed to adapt your policy and methods? How have you included the children with these changes? Remember the children need to always be at the centre of every policy.

It is important to reflect on how you support children with Additional Learning Needs (ALN). Think about how you work with parents and other professionals to support the child. How do you identify the support that the child needs and if you have had difficulties adapting the provision to meet those needs, what have you done to address this?

How do you work with other partners to support children's development and the quality of care you provide, e.g. parents/carers, schools?

Key area 3: Environment

Within this section you will need to discuss how you ensure that the environment you provide is of a good quality and that it allows children to have their needs met.

Think about the physical environment from a health and safety perspective. Have you updated risk assessments, policies or procedures within the year to ensure safety or if changes have occurred?

How do you ensure the children have ownership of the environment? Are they involved in how the provision is set up and can they change things if they need to? What do the children think of the environment? Have you made any changes as a result of consultations with the children? How do you ensure the children are able to take risks within the environment?

Think about your resources, are they appropriate? Have you needed to look at purchasing more resources as a result of consulting with the children or from reflecting on what you were providing?

Key area 4: Leadership and Management

Within this section you need to think about the **effectiveness** of the leadership and management of the service. CIW want you to review the following:

- If and how you are meeting the National Minimum Standards (NMS)
- Self-evaluation and improvement planning
- Performance management and professional development
- Safeguarding
- Developing children and contributing to their wellbeing
- Your vision for the service
- Management and development of practitioners
- Partnership working

Some of these points you will have discussed within other key areas but you need to be looking at this section from a management perspective. What is your management structure? Who is responsible for these points and are they all being met to a good standard? What self-evaluation has been done and what has been planned for improvement? If you have different levels of management (e.g. the RP/RI is someone different to the Person in Charge [PIC]) how do you ensure effective communication? Have there been any issues identified in relation to this and what has been done to address these?

Within this section you need to discuss your safeguarding procedures. Have you had any safeguarding concerns and how have you addressed these? Are your safeguarding procedures working and how do you know that staff, children and parents understand the procedures? Does this need to be improved?

What continuous professional development opportunities have been offered to staff during the year? Is it enough and varied? Are there any gaps in knowledge that need to be addressed with training? Remember that continuous professional development can be provided in house, it doesn't always have to be all external training. It is about identifying what the training needs are and how you meet those needs. If opportunities have been offered but not taken up, what are the barriers? Are there ways that these barriers could be removed?

Have you been partnership working? This could be working with the Local Authority or with umbrella organisation like Clybiau Plant Cymru Kids' Clubs. It could be peer support with other Settings.

What is your vision for the service and how are you going to achieve this?

Forward Planning

Once you have completed your QOC report, you need to think about planning your next steps. This includes creating/updating your action plan from the things you have identified within your report. You then need to ensure you are regularly reviewing this action plan. Again, each Setting is unique so how often you review it is up to you, this could be monthly, half termly or quarterly just make sure you are doing it regularly. Finally set yourselves reminders for the next QOC, gathering evidence and data and preparing for the next report.

Arolygiaeth Gofal Cymru

Adolygu ansawdd y gofal

16.—(1) Rhaid i'r person cofrestredig wneud trefniadau addas i sefydlu a chynnal system ar gyfer monitro, adolygu a gwella ansawdd y gofal a roddir i blant.

(2) Rhaid i'r system a sefydlir o dan baragraff (1) darparu—

(a) ar gyfer adolygu ansawdd y gofal yn flynyddol, o leiaf; a

(b) i'r person cofrestredig gasglu safbwyntiau—

(i) plant perthnasol;

(ii) rhieni plant perthnasol;

(iii) awdurdod lleol sy'n trefnu ar gyfer gwarchod neu ddarparu gofal dydd i blentyn perthnasol; a

(iv) personau a gyflogir i ofalu am blant perthnasol,

yn glŷn ag ansawdd y gofal a ddarperir, yn rhan o unrhyw adolygiad a ymgwymerir.

(3) Yn dilyn adolygiad o ansawdd y gofal, rhaid i'r person cofrestredig, o fewn 28 diwrnod, baratoi adroddiad ar yr adolygiad, a rhoi copi o'r adroddiad hwnnw ar gael mewn fformat priodol pan ofynnir amdano gan—

(a) rhieni plant perthnasol;

(b) awdurdod lleol sy'n trefnu ar gyfer gwarchod neu ddarparu gofal dydd i blentyn perthnasol;

(c) personau a gyflogir i ofalu am blant perthnasol; ac

Yn yr adnodd yma rydym wedi rhoi amrediad eang o gynghorion campus a phethau i'w hystyried pan fyddwch yn cwblhau eich Adroddiad Ansawdd Gofal. Rydym wastad yn argymhell eich bod yn edrych ar dempled Arolygiaeth Gofal Cymru (AGC) ar-lein ([Adolygiad Ansawdd Gofal gwasanaethau gofal plant a chwarae <https://careinspectorate.wales/providing-a-care-service/already-registered-services>](https://careinspectorate.wales/providing-a-care-service/already-registered-services)) Mae'r ddogfen yma'n darparu nifer fawr o syniadau a phethau i'w hystyried. Mae'n bwysig eich bod yn cofio:

- bod eich Lleoliad yn unigryw a bod angen i chi feddwl am eich pwyntiau gwerthu unigryw.
- Bod adolygu a myfyrio ar eich arferion yn rhywbeth y dylech fod yn ei wneud yn gyson, ac nid dim ond wrth baratoi am eich AAG. Os ydych yn ei wneud yn rheolaidd, bydd eich adroddiad AAG yn llawer haws i'w baratoi.

Ble i Ddechrau?

Mae ychydig o bethau y dylech eu gwneud cyn dechrau ysgrifennu eich adroddiad.

Edrychwch ar eich adroddiad AAG blaenorol – Dylech fod yn adolygu'n gyson ansawdd y gofal yr ydych yn ei ddarparu. Beth sydd wedi newid ers hynny? A oedd yna bethau o'ch adroddiad diweddaraf yr oedd angen i chi eu gwella? A wnaethoch chi roi'r newidiau yma mewn grym? A sut? A ydy'r newidiadau hyn wedi gwella'ch gwasanaeth Os nad ydynt, pa bethau eraill ydych chi'n ceisio eu gwneud/yn bwriadu eu gwneud?

Edrychwch ar Adroddiad eich Archwiliad diweddaraf gan AGC - Beth aeth yn dda yn yr archwiliad yma? A ydych chi'n dal i wneud yn dda yn yr ardaloedd yma? Os oedd yna unrhyw argymhellion, sut wnaethoch chi ymdrin â nhw?

A fu unrhyw newidiadau i'ch gwasanaeth yn y 12 mis diwethaf? Beth oedd y rhesymau dros y newidiadau hyn? A yw'r newidiadau hyn wedi gwella'ch gwasanaeth, ac os nad ydynt, beth arall ydych chi'n ceisio i'w wneud?

Pwy sy'n gyfrifol am yr adroddiad AAG? Y Person Cofrestredig / Unigolyn Cyfrifol sydd yn gyfrifol am sicrhau bod yr adroddiad AAG wedi ei gwblhau i safon uchel, a'i fod wedi ei gyflwyno mewn pryd. Byddan nhw'n chwarae rhan fawr yng nghynhyrchiad yr AAG, ond bydd arnoch angen cefnogaeth eich holl dîm i gwblhau'r adroddiad.

Casglu data. Bydd yr adnodd yma'n rhoi arweiniad i chi ar y mathau o wybodaeth i'w casglu. Gellir cael hyd i'r holl wybodaeth y bydd ei hangen arnoch drwy gydol y flwyddyn.

Ymgynghori â'ch defnyddiwr gwasanaeth a'ch staff

Y Plant:

Meddylwch sut yr ydych ar hyn o bryd yn sicrhau bod y plant yn gyfranogwyr yn eu clwb. Sut ydych chi'n casglu eu syniadau, a sut ydych chi'n rhoi'r syniadau a'r anghenion hynny ar waith er mwyn sicrhau bod y plant yn gwybod eu bod wedi cael gwrandawriad?

Gwnewch yn sicr eich bod yn ystyried oedrannau a chamau datblygiad pob un o'r plant. Bydd hyn yn golygu y bydd angen i chi ystyried dulliau amrywiol i sicrhau eich bod yn gwrandao ac yn ymateb i lais eich holl blant.

- Llafar, darluniadol, ysgrifenedig
- Hysbysfyrddau plant
- Bocsys syniadau
- Arsylwadau ar chwarae
- Holiaduron plant
- Gemau
- Pleidleisio dot
- Amser cylch
- Polisi cyfranogi

Sut ydych chi'n tystio i hyn?

- Cadw holiaduron / data a gafwyd trwy gemau/arsylwadau/pleidleisio dot

- Ffotograffau o hysbysfyrddau
- Cofnodion cyfarfodydd
- Dyddiaduron

Pan fyddwch chi'n ysgrifennu eich adolygiad, trafodwch sut, o'r oll uchod, yr ydych yn gwneud pethau cadarnhaol i sicrhau bod lleisiau'r plant yn cael gwrandawriad. Cynhwyswch ddyfyniadau o unrhyw holiaduron neu drafodaethau yr ydych wedi eu cael gyda'r plant.

Rhieni

Pan fyddwch yn ymgynghori â'r rhieni, ystyriwch y cyfyngiadau ar amser. Mae e-byst weithiau'n gynt ac yn haws ar gyfer casglu safbwyntiau'r rhieni. Gall rhieni e-bostio eu safbwyntiau heb ddefnyddio holiadur. Defnyddiwch unrhyw ebyst yr ydych wedi eu defnyddio i ddyfynnu adborth cadarnhaol. Gallwch ddefnyddio'r cyfryngau cymdeithasol yn effeithiol iawn os ydych chi'n gwybod pa ddulliau i'w defnyddio. Mae gan Clybiau Plant Cymru Kids' Club weminar sydd wedi ei recordio ymlaen llaw i'ch cefnogi wrth ddefnyddio'r cyfryngau cymdeithasol.

- Rhannwch holiaduron ar eich tudalen cyfrwng-cymdeithasol. Mae gan CPCKC dempled o ddogfen Google y gallwch eu defnyddio i lunio'r rhain.
- Defnyddiwch bolau piniwn ar y cyfryngau cymdeithasol
- Does dim rhaid i chi ofyn sawl cwestiwn ar unwaith; beth am gael 'cwestiwn yr wythnos' ar y drws, a chynnal pleidlais ddot?
- Sgyrsiau llafar
- Peidiwch ag ymgysylltu ddim ond â'ch defnyddwyr presennol, ehangwch eich gorwelion, a oes pobl nad ydynt yn defnyddio'ch gwasanaeth? Pam, beth allech chi ei newid?
- Ystyriwch a ydych yn cwmpasu pob agwedd ar y gwasanaeth, megis bwyd, adnoddau, strwythur, amserau darparu.

Sut ydych chi'n tystio i hyn?

- Dyfyniadau o ebyst a holiaduron
- Dyddiaduron
- Cadwch ffeil dystiolaeth y gallwch ei darparu pan fydd AGC yn archwilio, yn ogystal ag i'w chynnwys fel data yn eich AAG.
- Ticiwch focsys, ac yna'u casglu at ei gilydd i ddangos yr ystadegau.

Bydd yr oll uchod yn rhoi amrywiaeth o ddulliau ar gyfer tystio i sut yr ydych wedi cyfathrebu â rhieni, o ran ansawdd ac amllder. Cofiwch drafod y ffyrdd cadarnhaol yr ydych wedi defnyddio'r adborth hwn i wella'ch gwasanaeth. Mae hon hefyd yn ffordd dda o hyrwyddo eich pwyntiau gwerthu unigryw a chryfderau eich darpariaeth.

Staff

Mae'n bwysig eich bod yn cofio cynnwys llais eich staff wrth gwblhau eich adolygiad Ansawdd Gofal. Sut ydych chi'n gwneud yn sicr bod y staff yn gallu cyfathrebu unrhyw bryderon a syniadau? Sut maen nhw ynglŷn â'r Adolygiad Ansawdd Gofal, ac a ydyn nhw hefyd wedi myfyrio ar y gwasanaeth? Gofalwch eich bod yn creu diwylliant gwaith lle croesewir adborth cadarnhaol a lle bydd staff yn teimlo'n hyderus ynghylch cynnig syniadau ac awgrymiadau.

- Cyfarfodydd staff
- Goruchwyllo ac arfarnu staff
- Holiaduron Staff
- Bocs sylwadau a syniadau i'r staff
- Hyfforddiant a gwerthusiadau staff
- Y staff i gyfrannu at log myfyriol, beth aeth yn dda, a beth nad aeth yn dda
- Ystyriaeth o'r cyfyngiadau amser o ran oriau'r staff - gallwch roi "beth aeth yn dda" fel dogfen Google a gofyn i'r staff gwblhau'r rhain yn gyflym ar ddiwedd eu shift/wedi gweithgaredd newydd.

Sut ydych chi'n tystio i hyn?

- Cofnodion
- Cofnod o oruchwyllo ac arfarniadau
- Casglu data o holiaduron
- Cofnodion o ddatblygiad proffesiynol parhaus
- Dogfennau Google

Defnyddio tystiolaeth i goladu eich casgliadau

Mae'n bwysig cynnwys yn eich Adolygiad Ansawdd Gofal sut rydych chi'n rhoi ar waith y camau yr ydych wedi eu hadnabod o'r holl gasglu data.

- Defnyddiwch ddyfyniadau o ebyst a holiaduron
- Tynnwch ddeunydd o'ch dyddiadur
- Cofnodion o gyfarfodydd staff sy'n cynnwys trafodaethau ar adborth gan ddefnyddwyr y gwasanaeth
- Eich cynlluniau gweithredu. Dylai'r rhain fod yn ddogfen weithio ddeinamig, un a gaiff ei hadolygu, ac y bydd myfyrio arni, yn rheolaidd, nid un wedi ei chreu yn unig at ddibenion yr adolygiad Ansawdd Gofal.

Cadwch ffeil dystiolaeth y gallwch ei darparu pan fydd AGC yn archwilio, er mwyn cefnogi'r hyn yr ydych wedi ei roi yr AAG yma. Byddwch yn cynnwys yn eich adroddiad ddata y byddwch wedi eu casglu o'r ffeil dystiolaeth yma.

Cofiwch - nid yw'n bosibl bob tro i weithredu ar yr holl awgrymiadau a sylwadau y mae defnyddwyr y gwasanaeth yn eu rhoi i chi, ac mae hyn yn iawn. Gwnewch yn siŵr eich bod yn esbonio yn eich AAG eich bod wedi asesu'r sylwadau yma ac wedi dod i'r casgliad na ellir eu rhoi ar waith, gan roi'r rhesymau pam. Os oes cyfaddawdau y gellir dod iddynt, neu os oes ffordd amgen o roi sylw i'r awgrymiadau hyn, trafodwch hyn yn eich AAG. Gwnewch yn sicr eich bod, yn rhan o'r broses hon, yn bwydo yn ôl yn uniongyrchol i ddefnyddwyr y gwasanaeth eu hunain (rhieni/plant) ac i aelodau'r staff, fel y bo pawb yn ymwybodol o'r adborth a dderbyniwyd, y camau a gymerwyd, unrhyw gyfaddawdau a'r rhesymau y tu ôl i ddiffyg gweithredu mewn rhai achosion. Bydd tryloywder o'r fath yn cefnogi ymddiriedaeth, yn gwella cyfathrebu ac yn annog eraill i roi eu syniadau a'u hawgrymiadau gerbron yn y dyfodol er mwyn parhau i gynyddu ansawdd eich gwasanaeth.

Cyflwyno eich Adroddiad Ansawdd Gofal

Nid oes gwahaniaeth gan AGC sut y byddwch yn cyflwyno eich AAG, felly gallwch wneud hyn yn y ffordd y gwelwch orau. Cofiwch of pob Lleoliad yn unigryw, ac ni fydd rhywbeth sy'n gweithio mewn un Lleoliad o reidrwydd yn gweithio i rai eraill. Mae gan AGC dempled y gallwch ei ddefnyddio, ac argymhellwn eich bod yn cael golwg arno [Ansawdd Gofal – gwasanaethau gofal plant a chwarae](#)

Ym mhob adran dylech drafod sut yr ydych wedi casglu data, y dulliau a ddefnyddiwyd a'r hyn a gasglwyd o'r data yma. Beth ydych chi wedi ei ddysgu am eich darpariaeth o'r data yma? Beth sy'n gweithio'n dda, a sut allwch chi wella ymhellach ar hyn? Sut ydych chi'n mynd i roi sylw i unrhyw beth sydd angen ei wella? A ydych chi wedi rhoi sylw i'r anghenion hyn am wella yn eich cynllun gweithredu? Beth ydych chi am ei gyflawni yn y 12 mis nesaf? A chofiwch, rydych chi'n gwneud gwaith da, felly dangoswch hyn.

Pedwar Maes Allweddol AGC

Mae pedwar maes allweddol yr hoffai AGC i chi eu hadolygu. Bydd angen i chi drafod yr hyn yr ydych chi'n ei wneud yn dda, sut y gallwch ddangos tystiolaeth o hyn, a'r lles a ddaw i'r plant. Ym mha feysydd y mae angen i chi wella, neu pa rai a hoffech eu datblygu ymhellach, a sut fyddwch chi'n mesur hyn mewn perthynas â'r pedwar maes canlynol.

- Lles
- Gofal a datblygiad
- Amgylchedd
- Arweinyddiaeth a Rheolaeth

Dylech raddio eich hun ym mhob un o'r pedwar maes gan ddefnyddio'r arweiniad canlynol:-

Rhagorol: Mae'r rhain yn wasanaethau â sawl cryfder, sydd ymroi i wella'n barhaus, ac sy'n cynnwys enghreifftiau sylweddol o arferion ac arloesedd sy'n arwain y ffordd yn y sector. Mae'r gwasanaethau hyn yn cyflenwi gofal a chefnogaeth o ansawdd da, ac maent yn gallu dangos eu bod yn gwneud cyfraniad mawr i wella llesiant plant.

Da: Mae'r rhain yn wasanaethau â chryfderau a heb feysydd pwysig sy'n gofyn am wella sylweddol. Maen nhw'n mynd y tu hwnt i'r gofynion sylfaenol yn gyson gan ddwyn canlyniadau cadarnhaol i blant a mynd ati i hyrwyddo eu llesiant.

Digonol: Mae'r rhain yn wasanaethau lle mae'r cryfderau'n gorbwyso'r meysydd lle gellir gwella. Maen nhw'n ddiogel ac yn cyfateb â'r gofynion sylfaenol, ond mae angen gwelliannau er mwyn hyrwyddo llesiant a gwella'r canlyniadau i'r plant.

Gwael: Mae'r rhain yn wasanaethau lle mae nifer y meysydd pwysig sydd i'w gwella'n gorbwyso o dipyn y cryfderau, ac mae enghreifftiau sylweddol o ddiffyg cydymffurfio sy'n effeithio'n negyddol ar llesiant y plant.

Maes allweddol 1: Lles

Yn yr adran yma mae angen i chi ystyried sut y mae eich Lleoliad yn cyfrannu at lesiant y plant. Sut ydych chi'n sicrhau bod ganddynt lais a bod eu lais yn cael ei glywed. Sut mae'r plant yn gallu bod yn annibynnol mewn ffordd weithiol, a sut ydych chi'n cefnogi'r sgil yma?

Pa weithgareddau yr ydych chi'n eu gwneud i hybu lleisiau'r plant a gwneud yn siŵr eu bod wedi eu clywed? Dyma rai enghreifftiau posibl: cynnwys y plant mewn datblygu ffiniau/rheolau, gweithgareddau cynllunio, syniadau ar gyfer prynu adnodd/cyfarpar, neu fod â phlentyn sy 'n 'Hyrwyddwr llesiant (neu Grŵp Llesiant). Sut gallwch chi ddangos tystiolaeth o'r elfennau hyn?

Maes allweddol 2: Gofal a Datblygiad

Mae'r maes yma ynghylch sut y gallwch wneud yn sicr fod y plant yn ddiogel yn emosiynol, yn gorfforol ac yn feddyliol.

Mae angen i chi feddwl am ba mor ymatebol yr ydych chi i anghenion y plant; sut fydddech chi'n graddio eich hun mewn perthynas â'r meini prawf uchod? Byddwch wedi trafod llesiant ym Maes allweddol 1, ond yn yr adran hon gallwch sôn am y pethau penodol yr ydych yn eu gwneud i hyrwyddo llesiant gan fod hyn yn cefnogi diogelwch emosiynol a meddyliol y plant.

Yn yr adran hon, trafodwch gyfleoedd sy'n gysylltiedig â'r gweithgareddau corfforol yr ydych yn eu darparu. Dylech feddwl yn barhaus am yr hyn yr ydych yn ei ddarparu'n gyson o ran gweithgaredd corfforol ynghyd ag unrhyw weithgareddau penodol yr ydych wedi eu darparu. Sut mae'r rhain wedi bod o fudd i'r plant, a sut wyddoch chi hyn? Pa adborth yr ydych chi wedi ei gael gan y plant, a sut ydych chi'n bwriadu ymestyn hyn neu wella? Cofiwch fod gweithgaredd corfforol yn cyfrannu'n fawr at lesiant.

Pa fyrbrydau iach yr ydych chi'n eu darparu, a sut ydych chi'n sicrhau budd maethegol? Mae angen i chi ystyried Safon 12.2 – "os yw'r plant yn derbyn prydau a/neu fyrbrydau, eu bod yn cael eu paratoi mewn ffordd ddiogel, sy'n gytbwys o ran maeth, o ansawdd da ac yn briodol o ran maint yn dilyn argymhellion Canllawiau Bwyd ac Iechyd Llywodraeth Cymru ar gyfer Lleoliadau'r Blynnyddoedd Cynnar a Gofal Plant (2009)"

Trafodwch unrhyw sefydliadau yr ydych wedi cydweithio â nhw, megis cynllun Cychwyn Iach neu unrhyw gynlluniau ansawdd. Sut mae'r plant yn glŷn â chynllunio prydau, a sut y rhoddir eu syniadau ar waith? Sut maen nhw yn glŷn â pharatoi prydau?

Gallwch drafod eich polisi ymddygiad yn yr adran hon; beth yw eich gweithdrefnau a pha mor effeithiol ydynt? A fu angen i chi addasu eich polisi a'ch dulliau? Sut ydych chi wedi cynnwys y plant o ran y newidiadau yma? Cofiwch fod yn rhaid i'r plant fod yn ganolog i bob polisi bob tro.

Mae'n bwysig myfyrio ar sut yr ydych chi'n cefnogi plant ag Anghenion Dysgu Ychwanegol (ADY). Ystyriwch sut yr ydych yn gweithio gyda rhieni a gweithwyr proffesiynol eraill i gefnogi'r plentyn. Sut ydych chi'n gweld pa gefnogaeth sydd ei hangen ar y plentyn, ac os cawsoch anawsterau wrth addasu'r ddarpariaeth i ateb yr anghenion hynny, beth wnaethoch chi i fynd i'r afael â hyn?

Sut ydych chi'n gweithio gyda phartneriaid eraill i gefnogi datblygiad y plant ac ansawdd y gofal yr ydych yn ei ddarparu, e.e. rhieni/gofalwyr, ysgolion?

Maes allweddol 3: Amgylchedd

Yn yr adran hon bydd angen i chi drafod sut yr ydych yn gwneud yn siŵr fod yr amgylchedd yr ydych yn ei ddarparu o ansawdd da, a'i fod yn rhoi lle i fodloni anghenion y plant.

Ystyriwch yr amgylchedd corfforol o safbwynt iechyd a diogelwch. A ydych chi wedi diweddarau asesiadau risg, polisiau neu weithdrefnau yn ystod y flwyddyn er mwyn sicrhau diogelwch, neu os bu newidiadau?

Sut ydych chi'n sicrhau bod gan y plant berchnogaeth o'r amgylchedd? A ydyn nhw ynglŷn â'r ffordd y mae'r ddarpariaeth wedi ei drefnu, ac a allan nhw newid pethau os bydd angen? Beth mae'r plant yn ei feddwl o'r amgylchedd? A ydych chi wedi gwneud unrhyw newidiadau o ganlyniad i ymgynghori â'r plant? Sut ydych chi'n sicrhau bod y plant yn gallu cymryd risgiau yn yr amgylchedd?

Meddyliwch am eich adnoddau, a ydynt yn briodol? A fu angen i chi ystyried prynu mwy o adnoddau o ganlyniad i ymgynghori â'r plant, neu o ganlyniad i fyfyrrio ar yr hyn yr oeddech yn eu darparu?

Maes allweddol 4: Arweinyddiaeth a Rheolaeth

Yn yr adran hon mae angen i chi feddwl am **effeithiolrwydd** arweinyddiaeth a rheolaeth y gwasanaeth. Mae AGC am i chi adolygu'r canlynol:

- Os, a sut, yr ydych chi'n bodloni'r Safonau Gofynnol Cenedlaethol
- Hunanwerthuso a chynllunio ar gyfer gwelliannau
- Rheoli perfformiad a datblygiad proffesiynol
- Diogelu
- Datblygu plant a chyfrannu at eu llesiant
- Eich gweledigaeth o ran y gwasanaeth
- Rheoli a datblygu ymarferwyr
- Gweithio mewn partneriaeth

Byddwch chi wedi trafod rhai o'r pwyntiau hyn mewn meysydd allweddol eraill, ond mae angen i chi fod yn edrych ar yr adran hon o safbwynt rheoli. Beth yw with strwythur rheoli? Pwy sy'n gyfrifol am y pwyntiau hyn, ac a ydyn nhw oll yn cael eu bodloni hyd at safon dda? Pa hunanwerthuso sydd wedi ei wneud, a pha bethau sydd wedi eu cynllunio ar gyfer gwelliant? Os oes gennych wahanol lefelau o reolaeth (e.e. os yw'r Person Cyfrifol/Unigolyn Cyfrifol yn rhywun gwahanol i'r Person â Gofal, sut ydych chi'n sicrhau cyfathrebu effeithiol: A nodwyd unrhyw anawsterau mewn perthynas â hyn a beth a wnaed i fynd i'r afael â hwy?

Yn yr adran yma mae angen i chi drafod eich gweithdrefnau diogelu. A ydych chi wedi cael unrhyw bryderon ynghylch diogelu, a sut wnaethoch chi roi sylw i'r rhain? A ydy'ch gweithdrefnau diogelu'n gweithio, a sut y gwyddoch chi fod y staff, y plant a'r rhieni'n deall y gweithdrefnau? A oes angen gwella hyn?

Pa gyfleoedd am ddatblygu proffesiynol parhaus a gynigiwyd i'r staff yn ystod y flwyddyn? A yw'n ddigon, ac yn amrywiol? A oes unrhyw fylchau mewn gwybodaeth y mae angen mynd i'r afael â nhw drwy gyfrwng hyfforddiant? Cofiwch y gellir darparu datblygiad proffesiynol parhaus yn fewnol; nid oes yn rhaid i'r cyfan hyn fod yn hyfforddiant allano. Y mae ynglŷn â gweld pa anghenion am hyfforddi sydd, a sut y gallwch ddiwallu'r anghenion hynny. Os cynigiwyd cyfleodd na chafodd eu cymryd, beth yw'r rhwystrau? A oes ffyrdd y gellid tynnu ymaith y rhwystrau hyn?

A ydych wedi bod yn gweithio mewn partneriaeth? Gall hyn olygu gweithio gyda'r Awdurdod Lleol neu gyfundrefn fantell fel Clybiau Plant Cymru Kids' Clubs. Gallai olygu Lleoliadau eraill yn cefnogi fel cymheiriaid.

Beth yw eich gweledigaeth o ran y gwasanaeth a sut ydych chi'n mynd i gyflawni hyn?

Cynllunio i'r Dyfodol

Unwaith y byddwch wedi cwblhau eich Adroddiad Ansawdd Gofal, bydd angen i chi feddwl am gynllunio eich camau nesaf. Bydd hyn yn cynnwys creu/diweddarau eich cynllun gweithredu o'r pethau y byddwch wedi eu nodi yn eich adroddiad. Yna bydd angen i chi wneud yn sicr eich bod yn adolygu'r cynllun gweithredu hwn yn rheolaidd. Unwaith eto, mae pob lleoliad yn unigryw, felly chi fydd yn penderfynu pa mor aml i'w adolygu; gall hyn fod yn fisol, bob hanner tymor neu'n chwarterol; does ond angen ichi wneud yn siŵr eich bod yn gwneud hyn yn rheolaidd. Yn olaf, gosodwch nodion i chi eich hunain i'ch atgoffa o'r AAG nesaf, gan gasglu tystiolaeth a data a pharatoi ar gyfer yr adroddiad nesaf.