

Assessor Evidence Sheet



Network Name: Telford and Wrekin

Date of Visit: 14th January 2014

Assessor Name: Chloe Rowlatt

1) The Network

Network Criteria	Evidence Provided	Assessor Comments	Areas for Development
<p>1.1 The network must have clear aims, objectives and criteria that take into account the views of childminders, parents and key partners.</p>	<ul style="list-style-type: none"> • Childminder Network Meeting Presentation • Network Aims • Parent questionnaire • Report re parental engagement • Third party questionnaire 	<p>It is great to see the breadth of services provided reflected in the network aims. They reflect current practice and legislation (e.g. reference to childminding agencies).</p> <p>The network has begun the process of embedding the new PACEY Professional Standards into network practice and this was well evidenced in the meeting presentation provided. Through discussion with the team and childminders it is clear that there is consultation with the network when it comes to the networks aims and objectives. Childminders are obviously clear on the purpose of the network and the support it provides.</p> <p>Parent spoken to as part of the visit process. This showed how well the network communicates its benefits and how the service meets parental needs.</p>	<p>Development/considerations</p> <ul style="list-style-type: none"> • PACEY Professional Standards should continue to be embedded in network practice.

<p>1.2 The network will maintain a 'Network Development Plan' which will include targets and reflection on progress.</p>	<ul style="list-style-type: none"> • Annual Report 2012 • Annual Report 2013 • Annual Report 2014 • Team action plan 2014/15 • Organisational Chart • Team action plan spring 2015 	<p>A very clear description was provided about Telford and Wrekin which gives a clear indication of the population, issues and needs. The range of services provided by the network is well described and annual reports show network progress. The team have action plans in place that look to the future. Actions are completed and reviewed.</p> <p>There have been significant changes within the local authority but the team continue to provide excellent support and guidance to the network childminders. There is a clear management structure in place currently and the focus is very clear particularly with a dedicated childminding support team. The local authority wants to move to an income generating model to make the service more sustainable.</p> <p>Strong standardisation processes are in place (see 2.6). The network maintains a clear set of targets which also detail responsibility, timescales, resources and how it will be evaluated. The progression and development of the action planning process can clearly be seen and the whole team are clear on their responsibilities. Each team member has ideas about areas for development and the key strengths of the network. Once an action is complete it would be good to have further detail about the impact of the action. This could be</p>	<p>Development/considerations</p> <ul style="list-style-type: none"> • Network could consider further development of action plans to reflect the process of reflection and evidence of impact. This could be commented on as part of the Annual Report Process.
---	--	---	--

		through the annual report or as an additional part of the action plan.	
1.3 The staff on the network will be suitably qualified and experienced with a clear management structure in place.	<ul style="list-style-type: none"> • CVs for each team member • Model interview question grid • Organisational chart • Recruitment pack • Job Description <p>During Visit</p> <ul style="list-style-type: none"> • Meetings with each team member 	<p>CVs show a high level of qualification across the network staff. Staff CPD is recorded on some CVs but not all. However each member of network staff has recorded their CPD as part of the annual report process.</p> <p>Job descriptions are clear and fit for purpose. There are a good set of interview questions available that reflect updates. The structure is clear and within the team each staff member is aware of their role and individual responsibilities.</p> <p>Following discussion with newer team member Clare it was clear that the induction and support processes followed for new team members is excellent.</p>	<p>Development/considerations</p> <ul style="list-style-type: none"> • JDs could be updated to refer to PACEY. • How will the network support coordinators to understand PACEY standards and keep up to date on network best practice?
1.4 The network will maintain a set of policies and procedures.	<ul style="list-style-type: none"> • Additional Educational Needs Policy • Network appeals • Complaints policy • Coordinator absence and change procedure • Home visit policy • Information sharing record keeping policy • Removal from the network • Equal opps statement 	<p>A range of policies has been provided and reflect the individual needs of the local authority and network. They are updated regularly and have review dates in the footer.</p> <p>They have been updated to refer to the PACEY Professional Standards.</p>	

<p>1.5 Childminders are fully aware of the required criteria they must meet.</p>	<ul style="list-style-type: none"> • Example of an annual review • CCF contract • Meeting presentation • Talking Childminders leaflet <p>During Visit</p> <ul style="list-style-type: none"> • Discussion with 6 childminders (4 at group and 2 in setting) • Discussion with staff 	<p>The sample annual review shows a very thorough process with good feedback and support being provided.</p> <p>The contract provided reflects the old quality standards so requires an update. However the presentation shows how the process of embedding the new standards has begun.</p> <p>All those childminders met during the visit were aware of the requirements of the network and feel the excellent guidance provided by the network helps them to remain up to date and on top of changes.</p>	<p>Development/considerations</p> <ul style="list-style-type: none"> • PACEY Standards to be updated in the contract. • Could consider evaluating the integration of PACEY standards once further embedded.
---	--	--	---

2. Quality, Assessment and Monitoring

Network Criteria	Evidence Provided	Assessor Comments	
<p>2.1 The network recruits childminders fairly and objectively.</p>	<ul style="list-style-type: none"> • Childminder Ofsted checklist • Talking Childminders Leaflet • Equal Opps statement • Childminding Toolkit 	<p>Comprehensive childminder Ofsted check list provided. This shows clearly that the network is discussed with childminders from the very beginning of their journey. The network is also promoted through the childminding toolkit.</p> <p>As the pre-registration course is delivered (CYPOP5) each team member is involved at some point and this means that new childminders know the whole team from the start.</p> <p>Each staff member covers an area which</p>	<p>Development/considerations</p> <ul style="list-style-type: none"> • Consider how the new charge for services model might impact on recruitment of new network childminders.

		<p>includes network and non network childminders and this model lends itself to all childminders being provided with plenty of information about joining the network if they want to. The network is well promoted and there is a leaflet to support this. As Telford move towards a more commercial model membership of the network is encouraged through the 'Quality Assured' package.</p> <p>There is a clear and fair equal opps statement that covers recruitment and assessment. This also reflects the criteria required by the network when there is a waiting list. This policy should be reflected regularly as local needs change. Of the childminders in Telford and Wrekin 48% are network childminders which is a testament to how well established and promoted the network is.</p>	
<p>2.2 The network will have a rationale for targeted monitoring that reflects capacity and local requirements.</p>	<ul style="list-style-type: none"> • Case study • Visit logs • Sample support and supervision <p>During Visit</p> <ul style="list-style-type: none"> • Discussion with team members • Discussion with childminders 	<p>The requirements of the local authority are reflected through paperwork, the development plan and discussion with the network staff.</p> <p>There is a targeted approach which has been discussed during supervision and this allows for the network staff to focus visits where they are most required, particularly when resources become more stretched. This gives an excellent focus for the network staff and makes it more</p>	<p>Development/considerations</p> <ul style="list-style-type: none"> • With resources decreasing consider how to further use a targeted approach to focus resources

		<p>flexible and responsive. This kind of model is now becoming more widely used.</p> <p>All the childminders spoken to were happy with their monitoring visit level and felt fully supported. The network also uses support childminders and groups to good effect which ensures that the network have support from their peers and the local authority.</p> <p>The team meet regularly to discuss visits and the frequency is also covered. All childminders get 3/4 visits then more when needed.</p>	
<p>2.3 Childminders will be assessed to decide what level of monitoring is appropriate.</p>	<ul style="list-style-type: none"> • Contact sheet • Initial assessment report • Sample support and supervision • Pre Ofsted sheet • 	<p>The initial assessment process is robust and well monitored. It leads well into network membership and is standardised.</p> <p>The childminders visited as part of the assessment were clear on their monitoring arrangements. They felt fully supported by their coordinator and recent monitoring has covered what they have done recently, what they are planning, covered training attended, action planning. The network clearly keeps childminders up to date and this was seen during the visit as the childminders visited had updated their practice to support new allergens legislation and there were visible posters in the kitchen.</p>	

		All staff have support and supervision and through this and team meetings network monitoring levels are checked and maintained at appropriate levels. There is a central file system for keeping records and the team review this.	
2.4 The childminders have a training record that includes a personal development plan that highlights areas for improvement.	<ul style="list-style-type: none"> • Sample Annual Review 2014 • Sample Monitoring Record 2014 • Spring Term Training Schedule 2015 • Autumn term training schedule 2014 	<p>All the childminders met during the visit value the amount and level of training offered in Telford and Wrekin.</p> <p>The range of training offered is excellent and childminders are supported to develop their skills through monitoring and the annual review process. Evidence of self reflection and impact assessment seen through the monitoring process. The central file system allows up to date records to be kept and provides information prior to visits such as any training that might need updating.</p> <p>Those childminders spoken to were clear on the amount of continuous professional development they were expected to undertake and the planning process that happens during monitoring was commented on as extremely valuable by network childminders met during visit.</p>	
2.5 The network provides appropriate training, advice and guidance to support	<ul style="list-style-type: none"> • Sample monitoring records • EYFS Update presentation 	Throughout the visit and through the questionnaires returned it is clear that network childminders really value the support and guidance provided.	

<p>childminders to deliver the Early Years Foundation Stage.</p>	<ul style="list-style-type: none"> • Network meeting attendance records • Parents questionnaire • Spring term training schedule 2015 • Talking Childminders Leaflet • Training Schedule Autumn 2014 	<p>It was clear during the visit and through evidence provided by the network that the EYFS is well embedded throughout the processes, policies and paperwork of the network.</p> <p>The sample of network visits provided shows clear links to the EYFS and Ofsted SEF. A presentation was provided which outlined the changes to the EYFS and this was clear and well put together.</p>	
<p>2.6 There is standardisation of approach to assessment and monitoring.</p>	<ul style="list-style-type: none"> • Support and supervision samples • Minutes from meetings • Peer review meeting minutes • Prompts for network paperwork 	<p>All staff spoken to were clear about the standardisation of approach and this network clearly has excellent and robust processes in place to ensure a fair and consistent approach to its assessment and monitoring as well as expecting high levels of quality from all its members.</p> <p>The following steps are taken to ensure robust standardisation:</p> <ul style="list-style-type: none"> • New network staff observe the Network Manager carrying out an observation on a network childminder. There is shadowing and joint visits. • Team meetings are used to look at observations, annual reviews etc and agree any consistent approaches to be used by all staff. • Files are sampled to check consistency and that all staff are following process. 	

		<ul style="list-style-type: none"> • Support and supervision are used to support the standardisation process. • All staff reflect as part of this process and apply the question ‘So what?’ to reflect on comments and decisions made. • The team action plan is reviewed each term and during team meetings <p>Staff are encouraged to take an evaluative approach to writing up their visits and it is clear that the standardisation process is continually improving.</p>	
<p>2.7 Links are made with other local agencies and professionals who may be able to support network childminders.</p>	<ul style="list-style-type: none"> • Various case studies 1-9 • Network meeting presentation • Notes from meeting re childminder training 	<p>There are clearly strong links with other agencies and this is clear through questionnaires received back and discussions with staff. Some of the key relationships include:</p> <ul style="list-style-type: none"> • EIQTs • SEN support • Social Workers • Children’s Centres, Nurseries and Pre-schools • Portage <p>Some excellent case studies have been provided that show evidence of partnership working across Telford and Wrekin. The network supports specialism’s such as SEND and respite. These services are reflected well through case studies and discussion with the team.</p>	<p>Development /consideration</p> <ul style="list-style-type: none"> • Many of the team were keen to continue to find ways to raise the profile of childminders within the authority, at nurseries, schools and with parents.

Summary of Discussion with Network Staff

Individual interviews with each member of staff linked to the network gave a huge insight into the processes and practices of the network. They particularly reflected the strong management of the network and how high levels of quality are maintained through standardisation and communication. The staff value the support of the network manager and of senior management.

The range of individuals met with included:

- A parent using a network childminder but who also works in the Early Intervention Team
- Childcare Funding Consultant
- Early Years and Childcare consultants
- Early Years and Childcare Team Leader
- Strategic Lead Early Years

The processes to support childminders to understand and access funding are excellent and include training, web content, telephone support and leaflets. A system for online form filling is currently being explored. It was highlighted how important it is to promote childminders as a choice to parents.

The consistency reflected by each of the Early Years and Childcare Consultants was excellent and shows the quality they all strive for. As a team they are very committed to ensuring that the network and in fact all childminder in Telford and Wrekin receive the support they require to offer a high quality service to the families they work with. Staff are clear on their targets and plans as a team and this is reflected throughout. The team are also realistic and understand some of the pressures they face and areas for development. The Team Leader provides excellent advice, guidance and support to the team, ensuring a standardised and consistent approach. All staff commented on the great support they receive.

The Local Authority clearly value and support the network and this was reflected through discussion with the Strategic Lead.

Summary of visits to childminder group and Network childminders

Childminding Group

The group visited was well organised and supported. A number of childminders were present and during the visit discussions were had with four childminders from different backgrounds and with different experience.

- The longer standing network childminder commented that the training and support provided by the network was invaluable.
- A childminder with one year on the network commented that whilst going through the process she has found the support provided as very beneficial.
- A third childminder commented on the benefits of peer support and support with understanding SEND.
- The fourth childminder commented on how hard some of the recent changes have been. The network supports childminders to understand and integrate changes into practice e.g. recent allergens legislation.

It was clear from discussion that both experienced and less experienced childminders value the support of the network and peer support provided through groups is valued.

Childminder Visit

Two childminders working together were visited and there were 12 children on the settings books at this time. Both childminders are qualified to Level 3 and undertake CPD whenever they can. The training provided by the network allows them to access a good range of training which has a positive impact on their setting.

During the visit there was discussion about:

- The importance of advocating and promoting the role of childminders.
- The importance of good planning and how to extend this across the range of ages and stages in the setting. The network support this through monitoring and training.
- Where a child has delayed development SENCO support is being accessed as well as support being provided by the network and through training.
- The childminders knew that if they needed support it could be accessed by making a phone call.
- Regular emails and newsletters provided by the network with updates – recent topics mentioned included SEND reforms and Allergens legislation.
- Mentoring being provided to other childminders

Both are aware of the network criteria, the number of visits and what is expected and they really value the support and guidance provided by the network. They are clearly very committed to their roles and provide support to other childminders as well as continually updating their own development and setting. There was evidence of excellent planning for children's next steps.

Overall Summary

The Telford and Wrekin Network is managed extremely well and provides a high quality service to the childminders on it and the children and families that access network childminders. The robust processes that are in place and the strong support, advice and guidance provided are considered invaluable to network childminders and give them a voice and confidence in their own practice. This is reinforced by the questionnaires received from childminders.

It is great to see a joined up and seamless process from registration through to network membership that allows all childminders to consider the benefits of being a network member. The approach to standardisation is particularly strong and this is reflected across the team who are all committed to ensuring that through the network the quality of childminding practice is driven up and that childminding is promoted as a quality part of the childcare offer in Telford and Wrekin.

The aims of the network are clear and developed collaboratively taking into account a wide range of views. The network support a wide range of local needs and this is reflected through a number of case studies and strong relationships with other agencies. The parent interviewed as part of this process was extremely complimentary of the service the network provides and the high quality of the childminder she has placed her children with. Training courses, observation visits and advice provided to the childminders reflect the high level of quality that the team provide.