



## Feedback we've received from Ofsted

### ...on what you can expect from our childcare

*"Children are confident and settled in this friendly, welcoming club. They have positive relationships with staff and each other and enjoy the activities provided."*

*"Children benefit from a welcoming, well-organised environment. A good variety of interesting resources is available in the classrooms. Staff make thorough checks of the premises each day to make sure children can play safely."*

*"Children settle quickly in the friendly, relaxed and welcoming environment."*

*"Staff help children develop a strong sense of belonging and ownership of the club."*

*"Children are cared for in a safe and stimulating environment where they feel secure and very happy. They are involved in a good range of activities, which are provided according to their skills and interests."*

*"Children's health is supported soundly as they benefit from balanced and nutritious home cooked meals. Tea time is a social time for children to sit and chat with friends."*

### ...on our staff

*"Children form strong emotional bonds with adults in the setting. At the inspection, children said that 'Pioneer staff are the best'."*

*"Staff act as good role models. For example, they respond to children warmly and provide calm, consistent reassurance and support."*

*"Staff get to know children's abilities well and show a good awareness of how to build on them. They actively encourage less confident children to have a go and persevere at activities."*

*"The staff team understands the importance of helping children to develop a strong identity and to feel good about themselves, their family and others. As a result, children gain self-assurance and confidence."*

*"Staff help children become confident communicators; for example, they engage them in conversations and give them time to express their views."*



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### ...on our activities

*"Children take part in a good range of indoor activities and experiences that complement their learning at school. They come in happily and quickly settle into the daily routine."*

*"Staff make good use of information gained from parents and teachers when meeting children's needs. They plan and organise activities that are interesting, stimulating and challenging for individual children. For example, children take part in games, musical activities and drama sessions."*

*"Staff join in with children's games and make activities enjoyable. They encourage children to use their imaginations and test out their ideas. For example, children enjoyed making their own puppets and became engrossed in designing and colouring them."*

### ...on the behaviour of children in our care

*"Children behave well and treat each other with respect. For instance, older children show care and concern for their younger friends and make sure they have a turn. Children play happily together, negotiating with each other and sharing equipment."*

*"There are clear expectations for behaviour. Older children behave in a responsible way towards children in the early years age group. Children are encouraged to show consideration towards those more vulnerable than themselves."*

### ...on how we interact with parents

*"The management and staff reflect on their practice and invite feedback from parents to help them evaluate the provision. They make changes that have a positive impact on the service provided. For example, following comments from parents, they now provide more easily available information about daily activities."*

*"Parents state that they value the service the club offers and praise how well the club is organised. They state that their children really enjoy attending and come home very happy."*

*"Staff communicate effectively with parents. For example, they keep them well informed about children's progress and welfare. Staff work consistently together with parents to teach children how to manage their feelings and behaviour in an acceptable way."*