

# **Service Evaluation Policy (Updated for EYFS 2025)**

**Policy Statement:** At Butterflies Nursery, we are committed to providing high-quality childcare services to children and families. This Service Evaluation Policy outlines our approach to regularly assessing and improving our services to ensure that we meet the needs of children, parents, and the community.

## **Purpose and Scope:**

- This policy covers the process of evaluating the overall quality, effectiveness, and impact of our childcare services.
- It includes feedback collection, analysis, action planning, and ongoing improvement efforts.

## **Continuous Improvement:**

- We view service evaluation as a continuous process that helps us identify areas of success and areas for enhancement.

## **Feedback Collection:**

- We will actively seek feedback from children, parents, and staff members through various channels, such as surveys, interviews, meetings, and suggestion boxes.
- Feedback will be collected anonymously when desired by participants.

## **Evaluation Criteria:**

- Our service evaluation will consider various aspects, including children's well-being, safety, learning experiences, parent communication, staff interactions, and adherence to policies.

## **Analysis and Action Planning:**

- Feedback and evaluation data will be analyzed to identify trends, patterns, strengths, and areas for improvement.

- Action plans will be developed to address identified areas for improvement, and goals will be set for enhancing our services.

### **Staff Involvement:**

- Staff members will actively participate in the evaluation process, providing insights and suggestions for improvement.
- Staff training needs and development opportunities may be identified through evaluation.

### **Parent Involvement:**

- Parents will have the opportunity to provide feedback on their child's experiences, communication, and suggestions for improvement.

### **Child Involvement:**

- Children's input will be sought through age-appropriate methods, promoting their sense of ownership and involvement in their childcare experience.

### **Community Engagement:**

- We may engage with the local community to gather feedback, collaborate, and identify ways to contribute positively to the community's needs.

### **Monitoring and Review:**

- We will regularly review the effectiveness of the actions taken to address areas for improvement and adjust strategies as needed.

### **Communication:**

- We will communicate the outcomes of service evaluation and improvements to parents, staff members, and other stakeholders.

**Alignment with EYFS 2025 Changes:** Beginning 1 September 2025, the Early Years Foundation Stage (EYFS) in England will implement new requirements to enhance childcare service evaluation. Key updates that impact this policy include:

**1. Safer Recruitment Practices:**

- Ensuring that all staff involved in service evaluation have been vetted appropriately, including obtaining verified references.

**2. Monitoring Child Absences:**

- Evaluations will include an assessment of attendance patterns and the effectiveness of following up on unexplained or prolonged absences.

**3. Enhanced Safeguarding Training:**

- Ensuring all staff are trained to recognize safeguarding concerns and understand how service evaluation aligns with safeguarding procedures.

**4. Paediatric First Aid (PFA) Requirements:**

- Evaluating staff compliance with updated PFA training requirements for volunteers and apprentices.

**5. Safer Eating Practices:**

- Reviewing the effectiveness of meal and snack provisions, allergy management, and choking prevention practices.

**6. Whistleblowing Procedures:**

- Incorporating clear whistleblowing procedures into service evaluations to ensure staff feel supported in reporting concerns.

**7. Privacy During Personal Care:**

- Evaluating how privacy is maintained during personal care while ensuring safeguarding measures are upheld.

**Review and Monitoring:**

- This policy will be reviewed annually or more frequently if required to ensure its effectiveness and compliance with any changes in legislation or local guidelines.

- Feedback from parents, legal guardians, and staff members will be welcomed to continuously improve our service evaluation policy.

**Signed:** Chrissie Day

**Date:** 2<sup>nd</sup> July, 2025