GEMS TINEY HOME NURSERY

HOME FROM HOME CHILDCARE

Service Evaluation Policy

Purpose

We review everyday practice at Gems tiney Home Nursery to improve children's safety, wellbeing, learning and inclusion. Gemma leads evaluation with assistants, families and children and uses tiney quality assurance and professional advice to identify practical improvements.

What we review

Evaluation considers supervision, safeguarding, attendance, accidents and near misses, safer eating and sleep, individual support, the learning environment, interactions, communication, complaints, training and the effectiveness of policies. We look at actual practice and children's experiences rather than paperwork alone.

We consider whether different children and families can participate and whether reasonable adjustments and support plans are working. Professional judgement and proportionate observation help us understand development without unnecessary assessment tasks or excessive recording.

Listening to children and families

Children's views are gathered through conversation, choices, play and observation of comfort, engagement and responses. We adapt communication for age and additional needs. Children are never required to provide photographs, publicity or positive comments to contribute.

Parents can give feedback through daily communication, meetings, messages or optional questionnaires. We welcome concerns as well as positive feedback and provide

a private discussion where needed. Participation is voluntary and does not affect a child's place or treatment.

Assistants and external advice

Assistants contribute through supervision, planning discussions, training reflection and reporting concerns. Gemma provides clear direction and support and checks that agreed changes are understood and implemented.

Tiney mentors and quality assurance visits, local authority advice and relevant professionals inform evaluation. As an agency-registered childminder, routine quality assurance is through tiney; we cooperate with other authorised bodies where applicable. Families are informed of relevant visits and reports in accordance with requirements.

Acting on findings

We identify strengths, recurring difficulties and priority actions. An improvement record sets out the issue, action, responsible person, target date and how success will be checked. Urgent safety or safeguarding concerns are acted on immediately rather than held for a future review meeting.

We review whether a change has improved children's experience, not merely whether a task was completed. If it has not worked, we adjust the approach. Relevant policy changes are communicated clearly to families and assistants.

Complaints confidentiality and records

Service feedback does not replace the Complaints or Safeguarding policies or delay their actions and timescales. People can raise concerns through tiney or statutory routes as appropriate. We do not discourage lawful complaints or protected whistleblowing.

Evaluation records use only necessary personal information and are stored securely. General findings may be shared with parents, but identifiable details about another child, family or employee are protected. Retention follows the category and purpose under our Retention Policy.

Review and references

Gemma reviews overall improvement priorities at least annually and follows up actions during the year. This policy is reviewed annually or sooner following significant changes or incidents. References: current EYFS childminder framework, ongoing assessment, supervision and quality assurance; current tiney requirements.

Policy owner: Gemma Bayley
Reviewed: November 2026
Next review due: November 2027