

Children's Participation:

Quality Statement 1.1

We ensure that service users and carers participate in assessing and improving the quality of care and support provided by the service.

Quality Statement 2.1

We ensure that service users and carers participate in assessing and improving the quality of the environment within the service.

Quality Statement 3.1

We ensure that service users and carers participate in assessing and improving the quality of staffing in the service.

Quality Statement 4.1

We ensure that service users and carers participate in assessing and improving the quality of the management and leadership of the service.

Children's views as evidence:

Quality Statement 1.2

We enable service users to make individual choices and ensure that every service user can be supported to achieve their potential.

Quality Statement 1.3

We ensure that service user's health and wellbeing needs are met.

- Staff encourage children to care for each other and friendships are encouraged and supported (7.1).
- Staff comfort children appropriately if they are upset (7.2).
- Children have opportunities to develop independently and support younger children (7.2).
- Children are involved in deciding what the menus should be (3.3).
- Children are involved in shopping (3.3).
- Children are involved in the preparation of healthy snacks (3.3).

Quality Statement 1.4

We use a range of communication methods to ensure we meet the needs of service users.

- Communication diaries are maintained for younger children or those with additional needs (6.1).
- Children are involved in planning activities and events (7.3).

Quality Statement 1.5

We respond to service users' care and support needs using person centred values.

- Our staff undertake high quality interactions with children (4.2).
- Our staff intervene appropriately in play situations (4.2).
- Children contribute to, and are actively involved in, the assessment process (4.4).