

# Deganwy Out of School Club Limited

Deganwy Play and Learning Centre,  
Ysgol Deganwy, Park Drive,  
Deganwy, LL31 9YB  
Registered Charity No: 1108101

## Quality of Care Report

Deganwy Out of School Club was registered with Companies House in Cardiff on the 30<sup>th</sup> June 2003 and became a charity on 15<sup>th</sup> February 2005. The Club is located in the purpose built Deganwy Play & Learning Centre.

The objects of the Charity are

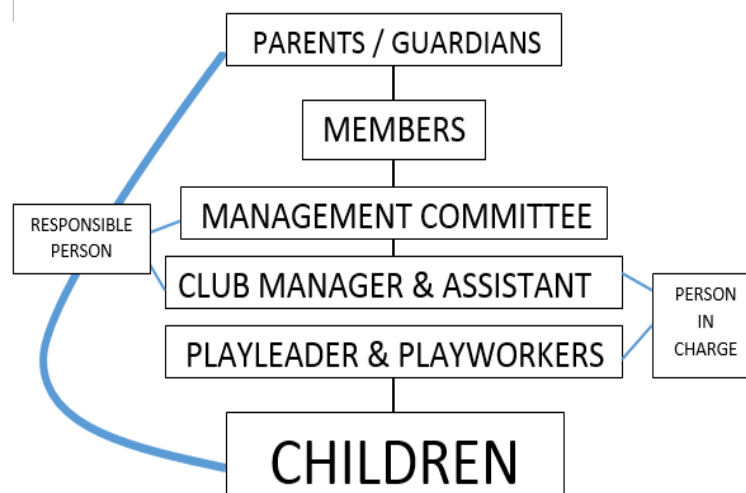
- To promote the benefits of the inhabitants of Deganwy and the surrounding area by providing facilities or assisting in the provision of facilities for the daily care, recreation and education of children during out of school hours and school holidays.
- To advance the education and training of persons involved in the provision of such care, education and recreational activities and facilities.

The Charity's main aim is to support parents or guardians who are at work or study by providing safe, quality, affordable childcare, run by qualified professionals, on their local primary school site. The Charity seeks to make good quality, flexible childcare accessible to all parents using the school, and to facilitate lone parents and families on low income or in need of support to be able to access work or training to improve the quality of their life.

The Club operates within the guidelines of the National Minimum Standards for Out of School Childcare set by the Welsh Assembly Government and is registered with the Care Inspectorate for Wales (CIW). The operation of the Club is assessed annually by CIW.

This report outlines how the Club monitors, reviews and improves the service it provides.

## Club Structure



# ***Quality of Care Review September 2022 - August 2023***

## ***Club Governance***

Parents are invited to become members of the Club, allowing them to vote at general meetings and be elected to the Board of Trustees/Management Committee.

Deganwy Out of School Club is run by a voluntary committee of parents who act as the Management Committee/Charity Trustees.

The Management Committee comprised of:

Chair – Caroline Filbee

Vice Chair – Leah Victoria

Treasurer – Angela Bowen

Committee Members - Carole Stanley & Kristen Gallagher

The Manager, Assistant Manager and Chairperson of the Club are registered with the Care and Social Services Inspectorate for Wales (CIW) as the “Responsible Individuals” (RI).

## ***Club Administration***

The Manager and Company Secretary meet on a weekly basis to improve and update; policies and procedures, staff contracts, job descriptions and child registration forms/contracts. They monitor and check bank statements, day to day accounts and prepare cash flows for the following year. On a monthly basis they run payroll and prepare agendas for Committee and staff meetings.

## ***Staff***

The Management Committee employ an excellent team of staff, comprising of a Manager, Assistant Manager, Company Secretary, Play leader, Play workers and an Apprentice Playworker. The Club Manager and Assistant Manager have an excellent relationship with staff and parents. The Club is run very efficiently with all staff working very well together to provide a happy and stimulating environment for the children.

## ***Children***

The Club provides a safe, stimulating play environment for all children. Communication and social skills are developed throughout our daily sessions. Children are encouraged to build new relationships and confidence has grown through children’s meetings, craft activities and play sessions. The children’s committee gives the opportunity for them to put forward suggestions from their peers that would help improve club facilities from their point of view. It remains very successful, something they enjoyed doing and gave them the chance to influence toys purchased, workshops, trips and snack menus. Children are always welcome to suggest new ideas for menus, toys and equipment. Where possible these are acted upon.

## ***Annual General Meeting***

The Annual General Meeting was held this year on the 21<sup>st</sup> June 2023 at the Deganwy Play and Learning Centre and was attended by staff and committee. The Annual Report for 2021-2022 was presented at this meeting.

## ***Achievements and Action Plan Outcomes from 2022/2023***

### ***Admin***

We continue to work on the staff Handbook, Policies and Procedures and all updated documents are added to Google Drive. We have also started uploading information from internal and external training. Our child registration database is updated each year. Training for the Assistant Manager

and Company Secretary has continued throughout the year. Staff contracts have been updated and signed off by the Management Committee.

In our Action plan 22-23 we wanted to complete this Quality Report in July/August but due to long term sickness this was delayed till Autumn. But were able to complete our financial year and updated our income/expenditure spreadsheet as planned. We completed our Compliance with SASS in January/February 2023, as per CIW guidance.

The 30hr childcare funding for 3–4-year-olds continues and helps club remain sustainable. Without this funding Club would have struggled financially and Holiday Club opening times may have been reduced. This would have had implications on staff contracts, offering a service to parents and on the well-being of the children.

Any proposed changes to policies are reviewed by Committee and staff. (As per Action plan 2022-2023). In the last year we reviewed and updated the following Policies –

- \*Reserve/Contingency
- \*Accident & Incident
- \*Admissions
- \*Anti-Bullying
- \*Arrival & Collection
- \*Disciplinary
- \*Equal Opportunities
- \*Fee
- \*Fire & Emergency
- \*Health & Safety
- \*Intimate Care
- \*Missing Children
- \*Pay
- \*Play
- \*Safe Conduct on Trips
- \*Welsh Language

Excellent team,  
Children always  
happy coming  
home (parent)

Amazing with my  
children  
(parent)

Friendly,  
excellent  
location and  
always  
activities for  
the children to  
do (parent)

Its' Fun  
(child)

Updated information sheets and new forms-

- \*Statement of Purpose
- \*Parent Pack – PDF's are now e-mailed to prospective parents
- \*Staff Contracts
- \*Registration/Contract forms
- \*Operational Plan
- \*Health & Safety checklist / Daily Risk Assessments
- \*Staff Handbook
- \*Daily Task
- \*Kitchen Allergen list

**Training** - the following courses were attended –

Name of Course
Playwork Level 2
Safeguarding
Paediatric First Aid
Fire safety/Manual Handling
Food hygiene
Makaton
Deaf Awareness Workshop
Camau – Welsh course
Understanding Autism
30hr Digital Workshop
Health & Safety

Alongside the formal training we continue to provide in house training for staff and update staff on policies and procedures. All staff are offered Playwork training in line with current Welsh Government guidelines. The Assistant Manager and Company Secretary continue to work alongside the Manager with weekly attendance and fees administration. The Club Manager continues to train the Assistant Manager in other administrative tasks.

## **Building/Environment improvements**

DOSC received Small Grants funding to level and re-turf the outside area, purchase and erect sheds for both DOSC and Playgroup on a newly levelled slabbed area and incorporate a safe space for ride on cars, football etc and maintain the sensory garden. [\(Acting on suggestions and ideas from Parent/staff/Committee and our Action plan 2022-2023\)](#).

The Small Grants also provided funding for both the girls and the boys toilet walls to be cladded and painted, new sofa, outside heater, office chair, multipurpose step ladder, recycled bench and freezer.

Deganwy School would like to look for joint funding for new playground if and when work on the school approved and completed.

## **Attendance**

During 2022-2023 attendance was 95% of full capacity at After School Club. Holiday Club attendance was generally good because of the 30hr funding, without this funding Club would have struggled to open. We continued to only open Monday to Thursday (except during the New Year week) with nearly full attendance each week. During the summer weeks we were able to offer up to 24 places two days a week due to staff availability.

The Club has made the decision to only open Monday to Thursday during school holidays due to lack of demand. This has fortunately worked to our advantage financially and has enabled the staff to have a long weekend each week. This is appreciated by all the staff and good for everyone's wellbeing.

## **Grants & Donations**

Donations of £34.00 were received. We have received grants of just over £22,444 this year. These have helped keep Club sustainable and maintained the building.

## **Trips/Workshops**

We had a Glitter Tattoo workshop in holiday Club. No trips were planned this year due staffing levels and the very large number of 3- and 4-year-olds and no funding was available to help with these costs. However, we have tried to continue to do workshops, these included Glitter Tattoo, Yoga and Drama.

## **Toys/Equipment**

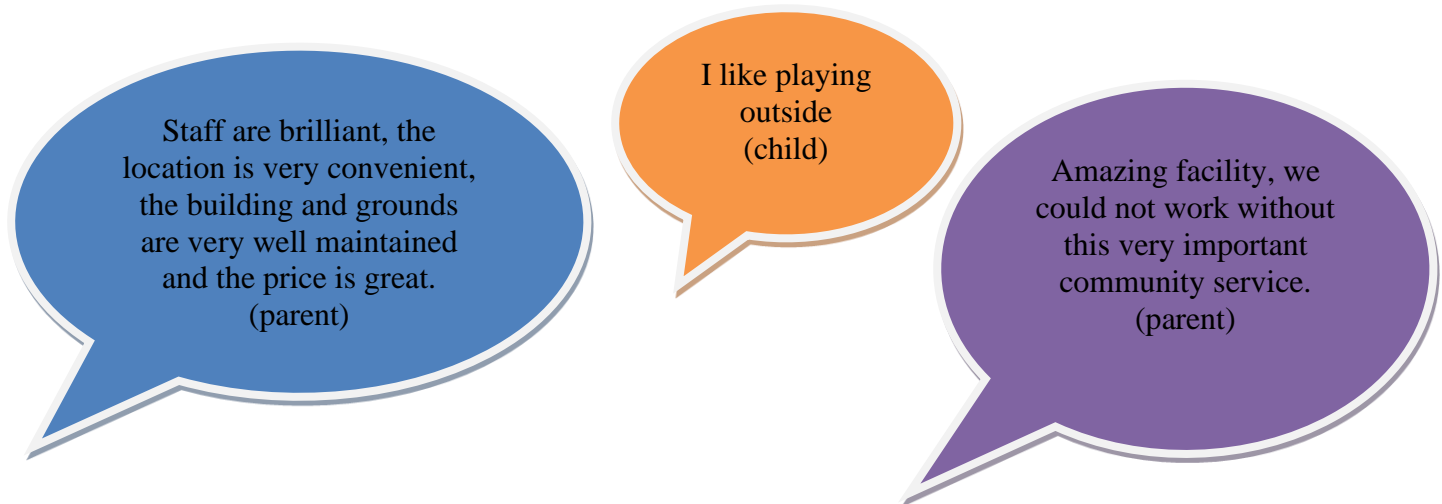
In accordance with our action plan 2022/2023 we have acted on children's suggestions for new toys and older toys for the juniors. We also purchased outside toys for all age ranges with the help of Small Grants, Transport for Wales and Magic Little Stars funding. These included scooters, trike, circular bike, balance top, gym mats and den building materials. A new printer was also purchased for admin work.

## **Website & Facebook**

We have continued to update our website [www.deganwyoutofschoolclub.co.uk](http://www.deganwyoutofschoolclub.co.uk) with information and photos. The Facebook page is used daily to highlight the range of activities the children take part in and is an easy way for the parents to be involved. Both are used to advertise and promote forthcoming events, display newsletters and inform parents of important dates.

## Snack

Children have helped to update menus for After School Club and Holiday Club. Children help to serve snack and continue to clear their plates and food waste. 'Snack chat' is done daily with the children taking it in turns to be involved which they thoroughly enjoy.



## ***Review of Quality of Care***

The Manager and Management Committee review the quality of care it provides on an ongoing basis. It does this in a number of ways.

### **Children's Meetings**

Children's meetings are held twice a year. Children are given the chance to contribute to the planning of activities, games, trips and visitors and workshops. The Children are also asked for menu ideas to help plan snacks. The children are encouraged to run the meetings with the staff advising if and when necessary. The children's committee continues to allow the children have a voice.

### **Children, Parent, Staff & Committee Questionnaires**

Questionnaires went out in June this year using Google forms for all but the children. The response from the parents was very good with 23 completed. Children's questionnaires were both written for juniors and group discussion with thumbs up thumbs down for infants. Staff and Committee questionnaires gave them the opportunity to give an honest response to how the Club is doing. Please see Appendix for a summary of questionnaire responses.

### **Parent/Carer Information**

The Club produced parent newsletters in the Autumn, Winter, Spring and Summer. The newsletter details any changes and developments at the Club, forthcoming holiday club dates and any planned workshops. Newsletters were e-mailed to parents and a copy on our notice board outside. The Club also has a notice board for parents to read regarding any changes. Our outside daily chalk board detailing who is working, theme of the week, craft and snack of the day is a great success among children and parents and has received excellent feedback.

### **Staff**

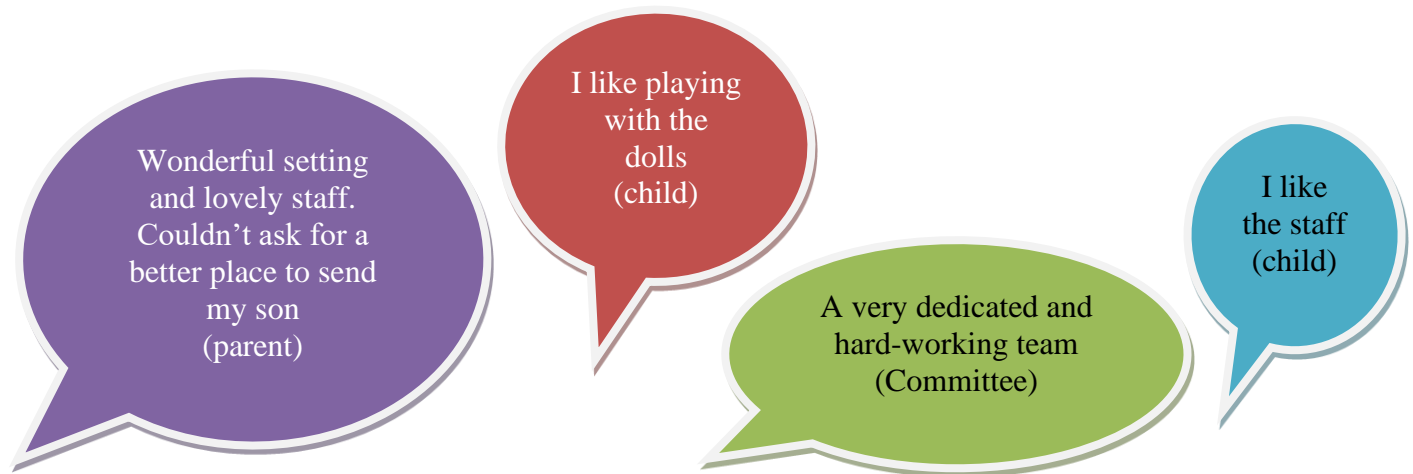
Staff meetings are held every month where the staff and manager discuss planning, evaluation, menus, funding, holidays, training, incidents and other issues that have come to light over the previous month. Staff receive regular supervisions and an annual appraisal. On a less formal note, staff are happy to volunteer ideas and suggestions and discuss these with the other staff, the manager and the committee as appropriate.

## Committee Meetings

Committee meetings are held regularly where the manager, club secretary and committee members discuss matters concerning the running of the Club, staff issues, finance and funding.

## Annual General Meeting

The AGM was held on 21<sup>st</sup> June 2023.



## *Action plans for 2023/2024*

### **Building and outside area**

The Management Committee and building committee (DPLA) will continue to maintain the building and outside area. We will look for quotes to complete the area and wall at the back beside the sheds as well as introducing new elements to the sensory garden. DOSC and DPLA will work together to look for funding to update/improve/replace the kitchen units. The Adventure Playground has not been in use from September 2021 due to safety concerns. Deganwy School would like to look for joint funding with ourselves and Deganwy Playgroup for a new Adventure playground when work on the school is completed.

### **Toys and Equipment**

Discussions with the children will enable Club to buy toys. Equipment will be purchased as needed.

### **Fundraising**

We will look into fundraising activities for the future.

### **Snack**

Children will help update menus for After School Club and Holiday Club.

### **Workshops & Trips**

Workshops and trips will resume if finances and staffing allow and/or if we can apply for funding to cover all the extra costs.

### **Staff**

We will continue to encourage staff to attend training. All staff will be offered the opportunity to extend their skills and knowledge. Welsh language courses will be offered and Welsh will be used during our daily routine at Club. Staff currently attend monthly meetings which can include training and team building. These can be scenario's, quizzes, games and activities as well as update training exercises.

## Discussion Sessions

Children are given the opportunity to discuss any issues/make suggestions daily after snack and often pop into the office to discuss ideas with the Manager. Juniors have the opportunity to discuss issues during children's committee meetings.

## Questionnaires

Online Google Questionnaires will be updated and used in June 2024.

## Admin

Policies, Procedures and the Parent Pack will be updated in line with current guidance, changes indicated during training and whenever necessary. Staff contracts and handbook will be updated through the year on Google Drive. We will complete the Quality Report in July/August each year to tie in with our financial year and update our income/expenditure spreadsheet. A new spreadsheet will be created to record percentage attendance throughout the year so we can accurately compare year on year.

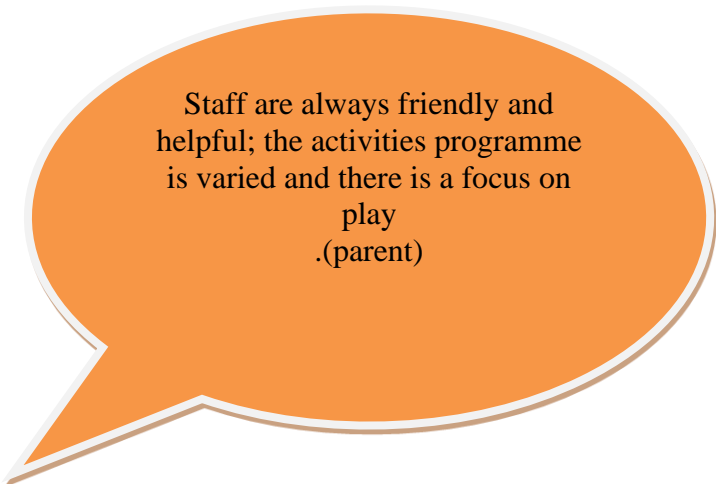
The Club Manager continues to train the Assistant Manager in other administrative tasks.

## General


With the cost-of-living crisis Club would love to be able to fix fee prices until September 2024. This depends on staffing (including the increase in the National Living/Minimum Wage in April 2024), rent, food and resources costs. Hopefully Club will maintain attendance numbers and continue to apply for and receive grant funding. We will try our very best to keep fee prices fixed for as long as possible while making sure the Club remains sustainable.

## Conclusion

We will endeavour to implement the above measures to continue to improve the quality of the service we provide to children, parents and staff.



Staff are always friendly and helpful; the activities programme is varied and there is a focus on play  
(parent)



I enjoy going to work and it's a great team  
(staff)



Junior zone is great  
(child)



## **Well-being - Good, our practice is strong**

### **Service Evaluation**

Deganwy Out of School Club (DOSC) provides a friendly, fun and stimulating environment for all who attend irrespective of their culture, abilities or social status, while meeting the social, physical, intellectual, creative and emotional needs of all the children and recognising the individual needs of each child. We give children the opportunity to develop skills and have new experiences. We feel the Club is child centred and the children's interest is paramount.

Free play is offered every day where children initiate their own play; make choices, choose friends and resources to spark their imagination. This helps build good relationships, encourages interaction and co-operation with their peers.

Organised activities include craft, games and outdoor play, these are all part of a familiar routine that gives a sense of security and belonging. Children contribute to the themes and topics for our activities. Craft ideas and games are then worked around these themes taking the age and development of the children into account. Workshops are organised where possible and can be completely new experiences for the children, which can encourage new interests and is good for everyone's wellbeing.

The outside space and gazebo is used daily where the children can explore their own environment. Physical activities help keep the children active and develop their co-ordination, communication and teamwork skills. The newly heated enclosed area under the veranda will ensure this is possible all year round.

Snack time is the perfect opportunity for children to practice and improve their communication skills, use their Welsh, encourage good manners and try new food. The children really enjoy 'snack chat' which builds their confidence and encourages them to stand up and speak in front of others.

Children's meetings, questionnaires, comments book and informal chats enable the children to have a voice and give them the opportunity to express their views, opinions and share their ideas. The children's input makes them feel included and respected. Children are encouraged to use their home language and although the setting is predominantly English the staff use every day Welsh terms wherever possible providing opportunities for the children to use and experience the Welsh language. Club has signed up to the 'Welsh Promise' and is working towards the Bronze Award.

The positive benefits we see in children attending the Club are growing independence, confidence, sense of achievement and increased communication skills. They respond well to praise, are eager for us to display their work and to take photos and videos to show on our Facebook page and website. The feedback from parents on this is very positive. Children arrive and leave happy and smiling.

The wellbeing of the child is always paramount, their confidence is beginning to return after the Covid pandemic with the encouragement of the staff and a consistent routine.

Club has had a few years of uncertainty with the effects of the pandemic impacting on the staff morale. Now we are moving into more settled times with good attendance figures, more staff and job security. This along with the support of the Management team has increased staff confidence and self-esteem which contributes to the wellbeing of everyone at Club.



## **Priorities for improvement**

We will

- Continue to act on feedback from the children, staff and Committee
- Work alongside the children's committee.
- Update our toys and other resources as part of our ongoing improvements and this will continue indefinitely. (finances allowing).
- Encourage children to have respect for their toys, resources and surroundings.
- Encourage more use of the Welsh language in everyday activities.
- Develop the children's interest in the sensory area (weather permitting).
- Observe and monitor children and staff's mental health and wellbeing.

Improvements in all the above will be measured by observation, questionnaires, meetings, informal discussions and feedback. In addition, staff will continue to receive regular supervisions and an annual appraisal but are always welcome to chat to the management team or the committee.

Parent's feedback and support is not only encouraged but is vital to the improvement of our Club.

## **Care and Development – Good, our practice is strong**

### **Service Evaluation**

At DOSC we ensure that everyone fully understands their roles and responsibilities. Prior to starting all staff must have a clear DBS check and two satisfactory references. All staff receive a staff handbook (available electronically on Google Drive), an induction and ongoing training. Our induction covers Safeguarding, Confidentiality, Risk Assessments, Equal Opportunities, Arrival & Collection, Health & Safety, Assessment of Personal Development and the general running of the Club including implementing our Policies and Procedures. All of this makes sure we provide a safe and secure environment where staff and children can develop a sense of belonging, talk freely, build good relationships and take ownership of their play choices, which in turn promotes independence. A place where everyone's best interest is our priority.

The Club meets the needs of the children in the following ways –

- By offering a safe space where we support their needs,
- Offering encouragement to speak about and show their feelings
- Monitor their progress through everyday routine and activities.
- Through outdoor and physical play, we help build their confidence, coordination of fine/motor skills, dexterity and interest in the environment.

We know these needs are met by observing happy and content children who are comfortable not only in the club environment but around the staff. The parents are happy in the knowledge that their children are well cared for, becoming self-aware and are building healthy relationships (as stated in feedback from questionnaires).

As Club covers a very wide age range we discuss and take into account the developmental needs of the children and as a result we make sure toys are available for all ages and abilities. The Junior zone has now been adapted to not only be part of our main room but to also include the meeting room. Juniors enjoy the opportunity to play uninterrupted with toys/games in their own space.

Policies and Procedures are updated as required and in line with any changes in regulation. If any changes are made, they are agreed by the Committee, disseminated to the staff using Google Drive and during meetings and to parents as appropriate. Staff are continually offered training to

improve their own professional development and to increase their confidence and knowledge. Training is offered through external courses and in-house, these can sometimes be online.

A parent pack is given to all parents before children first attend Club. This includes our Statement of Purpose, Policies on Safeguarding, Complaints, Behaviour and Fees. There is also information on the general running of the Club, Allergies, Exclusion of ill child and a registration and Club membership form. All our Policies and Procedures are readily available for parents to read on request.

All staff promote positive behaviour by being good role models, challenging unacceptable behaviour, being consistent and fair in their approach and setting realistic boundaries. One way in which we promoted positive behaviour in the past is our 'pasta reward scheme' which we hope to reintroduce this year. The winners are rewarded with a small prize this along with positive praise and feedback go towards promoting good relationships between staff and children.

Staff are approachable, listen and respond to individual children's needs and respect their views while being aware of friendship groups, behaviour or bullying issues. Any concerns are then raised with the parents offering support to those involved. Informal chats are carried out daily with the parents when they collect their children. A notice board is situated outside the front door with important information regarding the running of the Club. We also have a daily blackboard so the parents can see which staff are working, daily craft activity and snack. This has had excellent feedback from parents and teachers.

Although Club does not have a very racially diverse population, we attempt to introduce children to a range of activities and themes covering other people's lives and beliefs. A multilingual 'Welcome' poster is displayed on the wall in reception.

An annual questionnaire for parents, children, staff and committee helps us develop and improve the Club. Quarterly newsletters, Facebook and our website keep the parents updated on holiday activities, workshops, trips, staffing, fundraising and general running of the Club.

Children with additional/alternative needs are welcomed at Club. An initial consultation between parents and the Manager will ensure we give the child the best support available. Where any concerns arise once a child is at Club a discussion with the parents will take place.

### **Priorities for improvement**

- Improve our range of cultural toys, resources and equipment for the children
- Offer staff new training in Safeguarding when courses become available to achieve the November 2024 deadline
- Support staff to take up the opportunity to become a qualified Playworker
- Encourage the staff to improve their skills and knowledge through training, personal development and experience in the play setting
- Update our Policies & Procedures in line with Clybiau Plant Cymru Kids Club 'Stepping Out' publication
- Parents will be informed of any changes to Policies & Procedures that affect them via Facebook, our website and e-mail

These improvements will be measured by continual monitoring, good supervision and training.

## **Environment – Good - our practice is strong**

### **Service Evaluation**

The Club is located in the purpose built and fully accessible Deganwy Play & Learning Centre which is run by the Deganwy Play & Learning Association (DPLA) who have overall responsibility for the maintenance of the building and ensuring all legal requirements are met. The main users (DOSC and Palygroup) continually feedback any maintenance or cleaning issues. Safety checks for the gas and central heating system along with the fire alarm and fire safety equipment are regularly checked by approved technicians and appropriate certification is kept.

Children's safety is priority at Club with high fences, keypad and thumb turn locks, panic alarm, secure outside area, visitor books and our Arrival & Collection Policy. Fire drills/emergency evacuations are carried out each month to ensure staff and children are fully conversant with these procedures. A comprehensive daily checklist is completed at the start and end of each session and any concerns are reported to the Manager and DPLA. This covers both inside and outside areas including checking for poisonous plants, animal faeces and other hazards.

Our public and employers' liability insurance certificate, registration certificate and fire evacuation plans are displayed on our notice board in the reception area along with most recent reports, Statement of Purpose and other relevant documents.

As part of our ongoing training programme staff attend Health & Safety/Risk Assessment and Fire Safety/Manual handling courses. New guidance and staff feedback then helps us update our Policies and Procedures.

The Club comprises a secure reception and a warm and welcoming, large, bright main room for fun and games, craft activities and indoor sports. The room leads directly out to an enclosed garden, which comprises of a paved patio sited under a veranda, sensory garden, multi-purpose area, open space for free play and exploring, and activity tables and benches. We have use of the school's adventure play area and field in holiday time to encourage physical play & co-ordination. The meeting room is a multifunctional room used by Playgroup as an office, for our staff meetings and as a junior zone during After School Club. There is an office which is used daily by the Manager for administration tasks and any discussions with the parents and staff. All areas are fully accessible with ramps and wide doors. There are a suitable number of toilets available and a separate accessible toilet in the main reception area.

Craft activities are planned, risk assessed and delivered in a way that helps extend the children's knowledge of the world, the wider society and promote equality. Children are encouraged to display their work in the Club creating a welcoming environment. Our new weekly colouring/craft display case will help to highlight the children's work. We use our Facebook page / Website to show parents our daily activities and children's achievements.

Toys and equipment are kept securely in our storeroom and outside shed. A variety of toys are available each day for the children which are regularly checked for safety.

We feel the Club environment offers a wide range of play opportunities for all age ranges, by using different zoned areas and indoor & outdoor equipment children develop cognitive and coordination skills while using their own imagination and creativity. Children are supervised at all times.

## **Priorities for improvement**

- Improving the wall by the sheds and patio area and lay artificial turf
- Look for funding to replace the kitchen units and paint the main room
- Work alongside the school and Playgroup to develop a new adventure playground after building work is completed on the school

If we manage to secure funding and complete the above, the benefits to the children will be a safe play environment which will, with new equipment, enhance the children's play opportunities.

## **Leadership and Management – Good – our practice is strong**

### **Service Evaluation**

Deganwy Out of School Club is a charity, run by a voluntary committee of parents who act as the Management Committee/Charity Trustees. Parents are invited to become members of the Club, allowing them to vote at general meetings and be elected to the Board of Trustees/Management Committee. The Management Committee employ an excellent team of staff, comprising of a Manager, Assistant Manager, Company Secretary, Play leader and Play workers.

A parent pack is given to all parents before children first attend Club. This includes our Statement of Purpose, Policies on Safeguarding, Complaints, Behaviour and Fees. There is also information on the daily running of the Club, Allergies, Exclusion of ill child and a registration and Club membership form. All our Policies and Procedures are readily available for parents to read on request. Parents are encouraged to visit Club before registering their children and are always made welcome if they wish to discuss anything with the Manager. Parents are kept informed about all aspects of their child's well-being and development from daily informal chats to newsletters and access to our website and Facebook page.

Our Statement of Purpose, Inspection Report, Public Liability Insurance, Quality Report, Operational Plan and staff and Committee who's who are on display on our notice boards.

The Manager and Company Secretary meet on a weekly basis to improve and update; policies and procedures, staff contracts, job descriptions and child registration forms/contracts. They monitor and check bank statements, day to day accounts and prepare cash flows for the following year. Funding is also looked at on a regular basis. Monthly they run payroll and prepare agendas and reports for Committee and staff meetings. All administrative tasks are completed to a very high standard.

The Management team ensures recruitment is run efficiently from advertising, updating job descriptions, person specifications and interviews to issuing the new employee with their contract and providing staff induction (see Care & Development). A similar process is in place for volunteers. All staff are DBS checked, require two satisfactory references and are provided with staff uniforms and ID badges. It remains difficult to recruit staff and the change in qualification requirements for Playworkers has made this even more challenging.

We ensure staff schedules are in place well in advance giving consideration to the skills necessary to meet the children's needs ensuring continuity of care. To do this we consider contracted hours, staff availability, ratios and holiday requests. This helps the staff feel a sense of security and well-being in their work which in turn builds an effective team. Arrangements are in place to cover emergencies and unexpected staff absences, this includes the use of relief staff and our Management team.

Appraisals and supervisions are carried out throughout the year where realistic targets are agreed on and training identified. We encourage all staff to undertake training as part of their continuous professional development. Management are constantly looking for training opportunities and staff are paid to attend courses in Safeguarding, Health & Safety, Food Hygiene and Paediatric First Aid. Management require staff to feedback updated information on training they attend at staff meetings. All Club policies and procedures, staff handbook, job descriptions, code of conduct and

updated information is now available to staff in the Google Drive. Following the latest Safeguarding updates all staff will be required to complete specific training relevant to their job role. We encourage staff to download the Wales Safeguarding Procedures App to their devices.

Feedback, concerns and complaints are dealt with sensitively, diplomatically and in a timely manner initially by the Manager and then discussed with the Committee. Information is shared with the relevant agencies if needed.

The Management team have built up good links with the community by working in partnership with the Deganwy Play & Learning Association, Deganwy school and Playgroup, local businesses, Clybiau Plant Cymru Kids Club and Early Years training.

The Management team are proud of the Club's continuing success, it's excellent relationships with children, parents, staff and committee and work hard to provide a caring environment that is dynamic, engaging and nurturing for everyone.

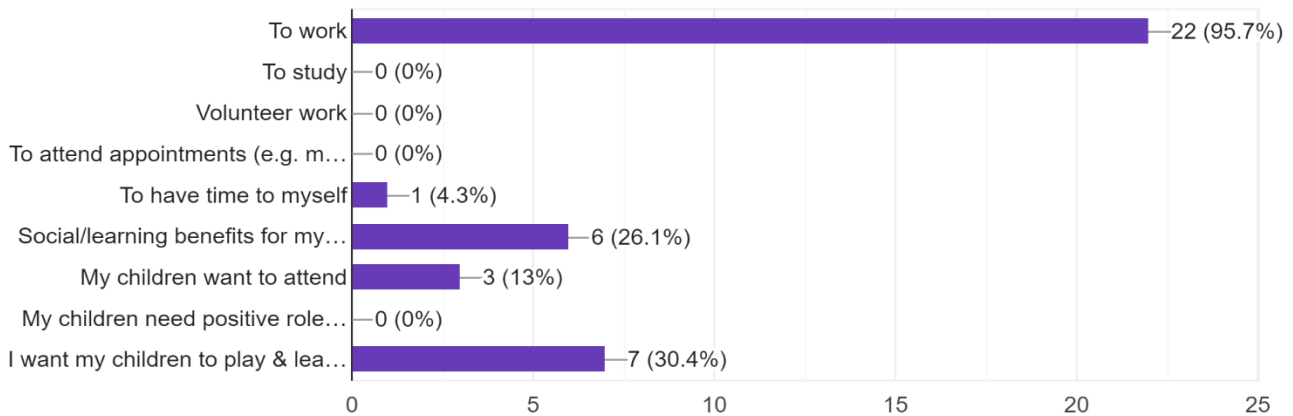
### **Priorities for improvement**

- We would like to make joint funding applications with the school and playgroup to develop and improve the Adventure Playground
- Keep encouraging staff to take responsibility for their own development and attend training.
- Where possible, and if available ensure staff, Management and Committee attend the relevant 'New' Safeguarding training.
- Update our Website to include policies and procedures and our parent pack.

## Appendix Parent Questionnaire

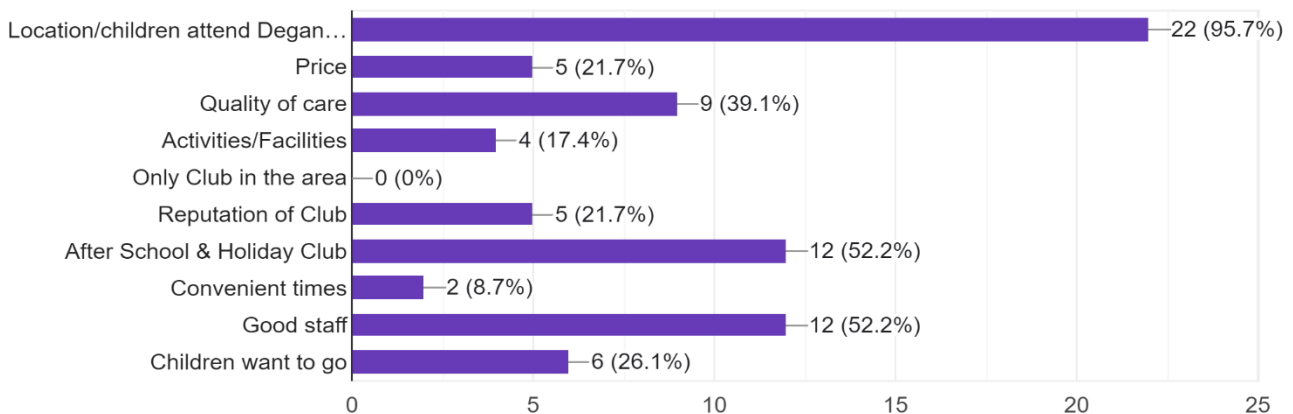
### Why do you use the Club? (please tick all that apply)

23 responses



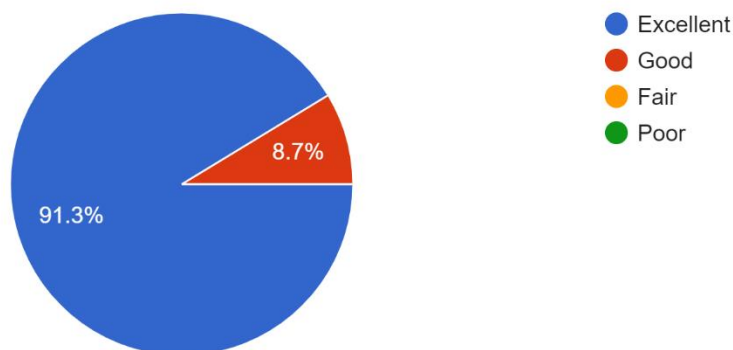
### Why did you choose this particular Out of School Club (please tick all that apply)

23 responses



### How would you rate our service –

23 responses



## Why did you give the rating in the question above? 17 responses

Because my daughter loves attending and wishes she could go every day.

Staff are always friendly, Ava always has a good time at club.

Good level of activities provided

Janet and her team have consistently provided high quality care and safeguarding for our daughter.

Florence always looks forward to attending. Staff have always been very friendly and kind towards Florence. I don't worry about her when she is there

Dylan loves going, has friends there and always shouts hello to the staff when he sees them

My children love going

We have been very happy with the service provided, the staff are friendly and our son is happy to attend.

Children seem happy there, staff seem nice; most are very friendly & warm with children. Snacks are okay, but children are sometimes very hungry after. More protein, E.g. cheese, yogurt would be good.

The staff are brilliant, the location is very convenient, the building and grounds are very well maintained and the price is great.

Great service and quality care offered

Staff are always friendly and helpful, the activities programme is varied and there is a focus on play.

Daughters always been happy attending and staff have always been approachable and friendly

Staff very approachable and friendly. My child extremely happy

Children seem happy there

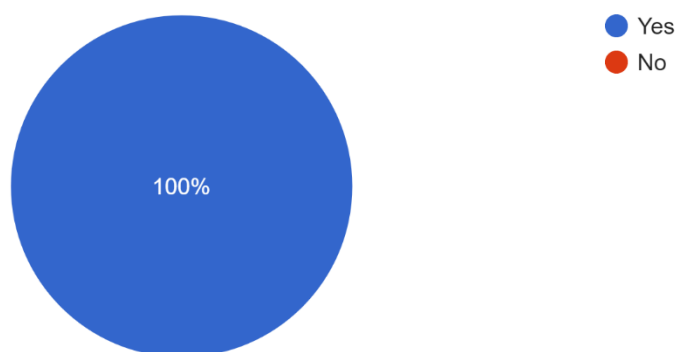
Wonderful setting and lovely staff. Couldn't ask for a better place to send my son!

My son is always happy to go and happy when collected. It's also great value.

## Quality of Care & Support

I received information (parent pack, registration form, informal chat) about the service before my child started using it.

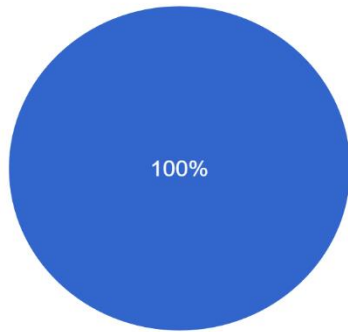
23 responses





I am happy with the quality of care my child receives.

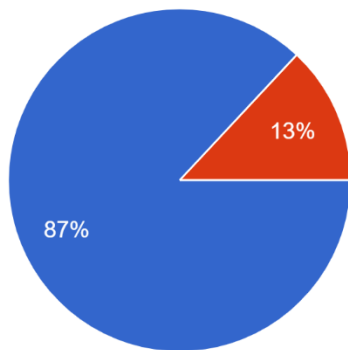
23 responses



● Yes  
● NO

I receive updates from Club by way of phone calls, text messages, e-mails, facebook & informal chats

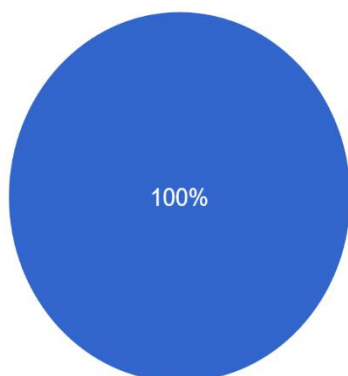
23 responses



● Yes  
● No

I feel happy approaching staff for help and support.

23 responses

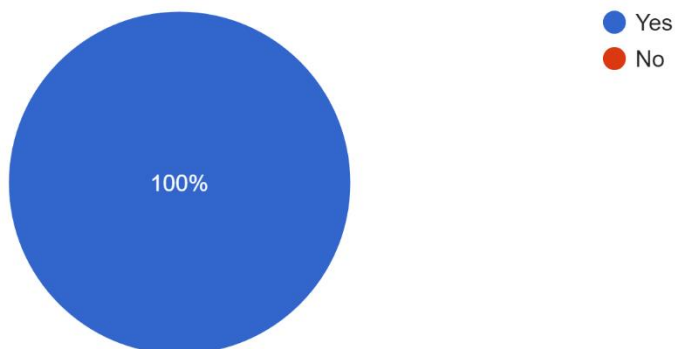


● Yes  
● No

## Quality of Environment

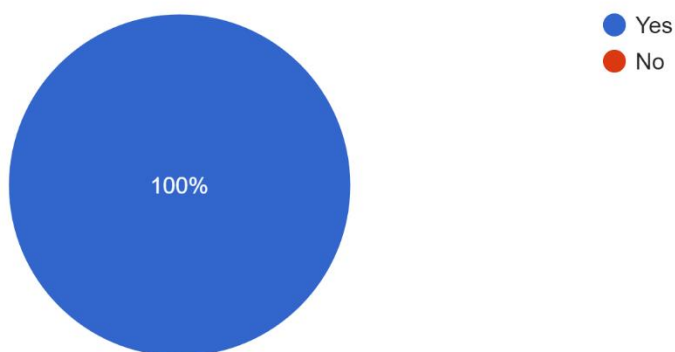
The Club & resources appear to be clean, bright and in good order.

23 responses



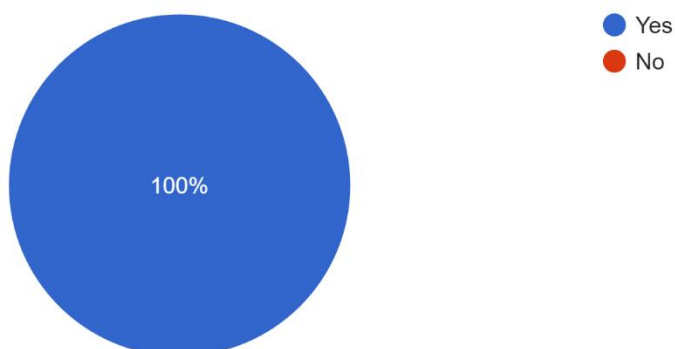
The Club's outdoor play areas are safe, secure and well maintained.

23 responses



The Club's indoor play areas are bright, colourful and inviting.

23 responses



## Any comments 3 responses

Amazing facility, we could not work without this very important community service.

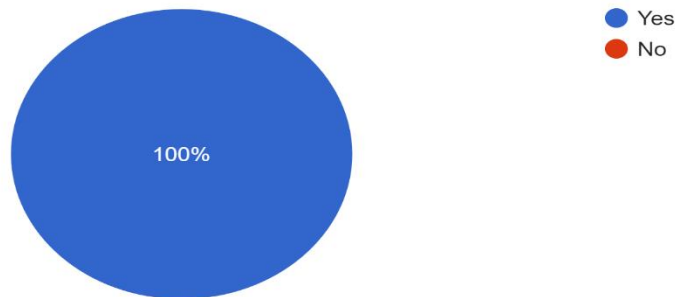
Great improvement to outside area

Beautiful room and lots of activities for the children

## Quality of Staffing

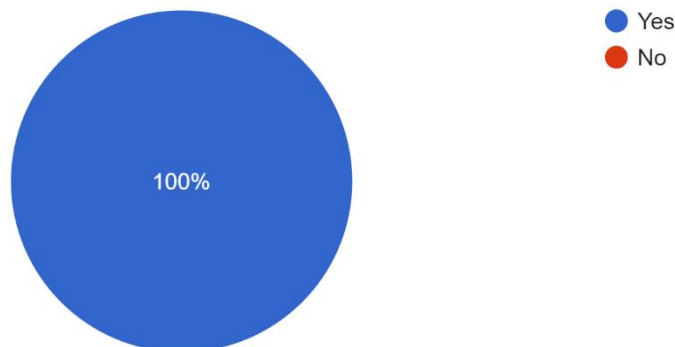
My child appears happy and confident with staff.

23 responses



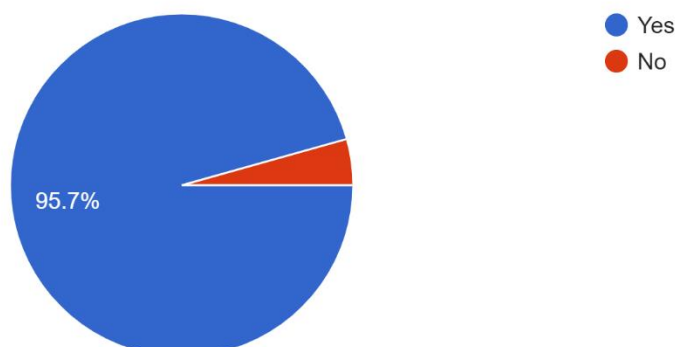
The staff treat my child fairly and with respect.

23 responses



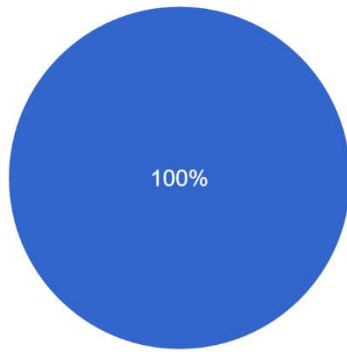
Staff discuss any concerns and/or good behaviour when I collect my child.

23 responses



Staff are approachable and make time to listen to my concerns.

23 responses

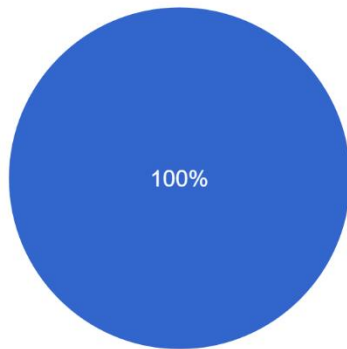


● Yes  
● No

### Quality of Management & Leadership

The Club Manager / Assistant Manager are approachable and helpful.

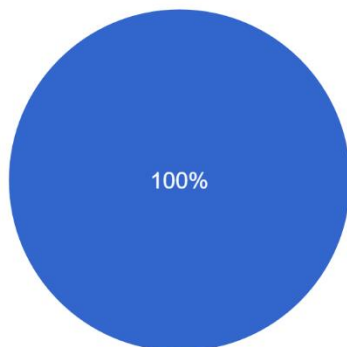
23 responses



● Yes  
● No

I feel the Manager / Assistant Manager listen to my concerns.

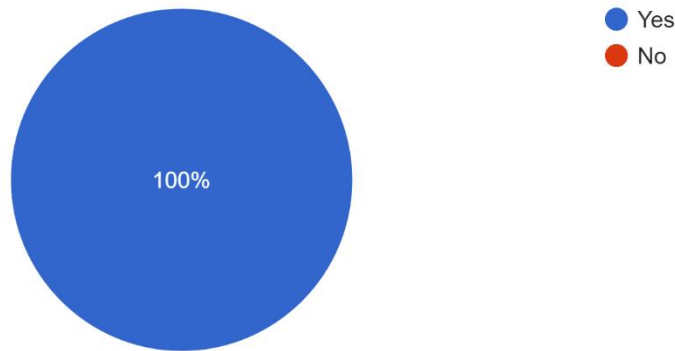
23 responses



● Yes  
● No

The Club is well organised and run efficiently.

23 responses



### Comments

What do you / your child like about Club? 17 responses

My daughter likes the outside playing area and snack time.  
Friendly, kind, fun and approachable staff. Good range of crafts and activities.  
Separate infants/juniors activities, snack time!  
Environment, staff, safeguarding and outdoor space.  
Good atmosphere. Let Florence express her individuality. Very accommodating.  
He has friends there, staff are friendly and lots of different activities  
Our son likes to see his friends, and we like to see him mixing with children of different ages.  
Everything!!  
Staff, well run, organised and friendly  
I find it an extremely useful service as an afterschool and holiday club, the club is reliable so as to enable me to work. The club seems very well run and managed. I like that there is always some information on display re the craft/snack/staff of the day, I also like the focus on play and outdoor space.  
Friendly fun and local  
A safe, stimulating, fun environment with brilliant staff and great facilities  
The outside area and the staff are all nice  
Doing crafts and having snacks  
Helpful and friendly staff. Lots of lovely activities for the children  
Great outdoor space.  
I like that there are a mix of age groups in the club, my son is getting to know lots of different children from the school.

What do we do well & how could we improve? 15 responses

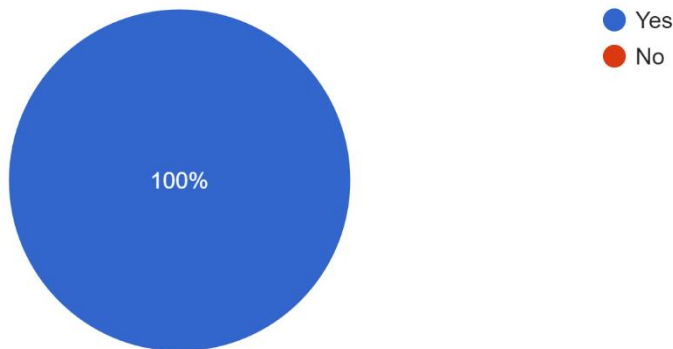
Snack time has really helped my very fussy with food daughter try new things.  
Nothing I can think of.  
Team work  
No need to change, challenge is to maintain such high standards.  
More photos  
We like the information boards by the door, it's nice to know what they have been doing and eating.  
They do everything well. Only thing I would ask for is to be open on a Friday in the holidays

I think there are a good range of craft activities and workshops over the holidays. The club offers seasonal activities too which my little one seems to enjoy (such as Easter or Christmas). The staff play games with the children such as bingo and it seems a safe and inviting place.  
It would be nice to come and fetch the child as opposed to waiting outside -  
You're all great and can't really think of anything you could do better!  
More filling snacks  
More communication with parents  
Friendly and approachable with the Children's needs at the forefront of what you do  
A bit more info about what my child has done that day maybe.  
I like the notices with activities and snacks on, it helps to start conversations that might otherwise not happen!

## Staff Questionnaire summary

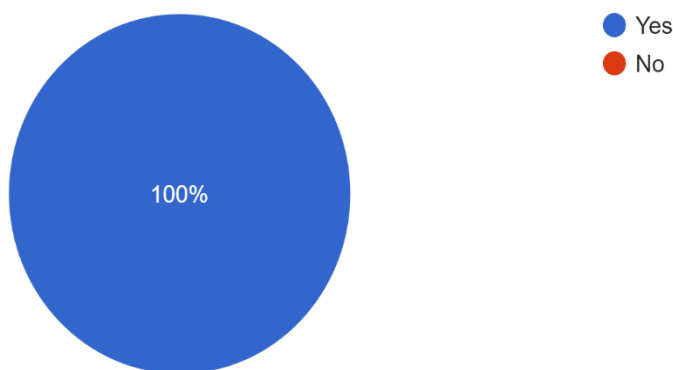
I have a good understanding of my role and responsibilities

7 responses



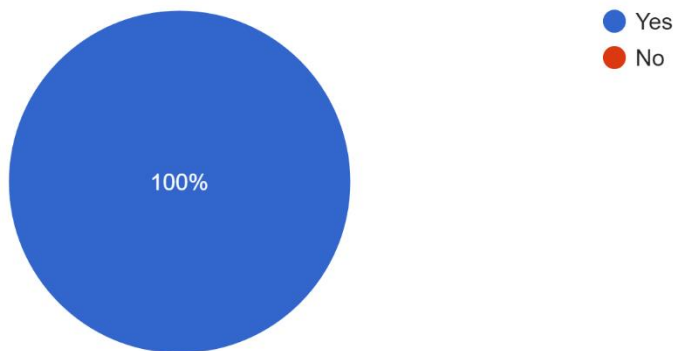
I have opportunities to reflect on my performance and development through regular supervision, appraisals and during staff meetings

7 responses



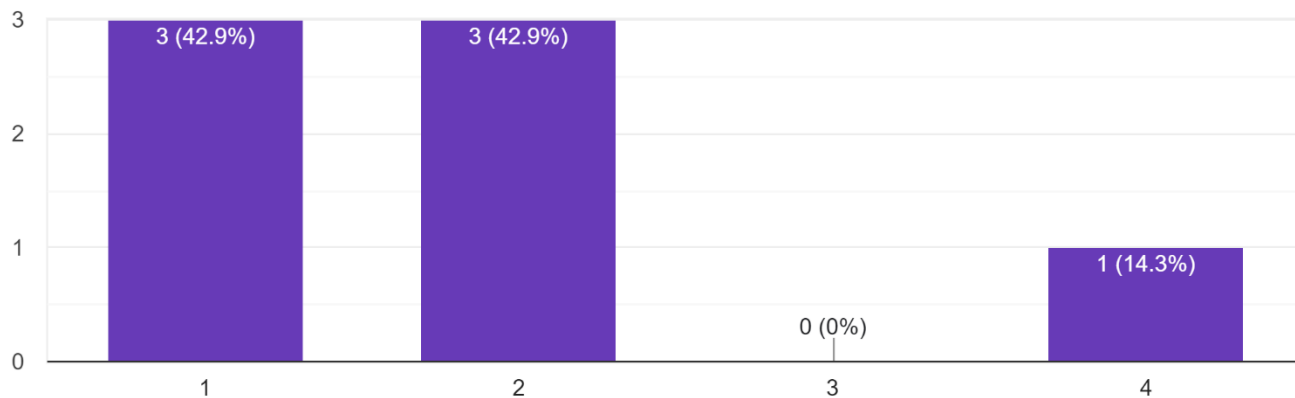
### I am given the opportunity to contribute to the Clubs improvement

7 responses



### How do you rate the staff team?

7 responses



### Why did you give the rating above? 7 responses

Some of the staff don't do as much work as others, the division of labour isn't equal, which is a shame as most of the team are hard working.

Always room for improvement

Could run better if staff are more open and work more as a team and not wait to be asked to help others

Great range of personalities who look after and play the children well.

Team work is generally excellent but there are times when offering to help someone else could make life easier for all. Knowing what your roles are for the day works well but can not be used in isolation - good supervision / organisation is key.

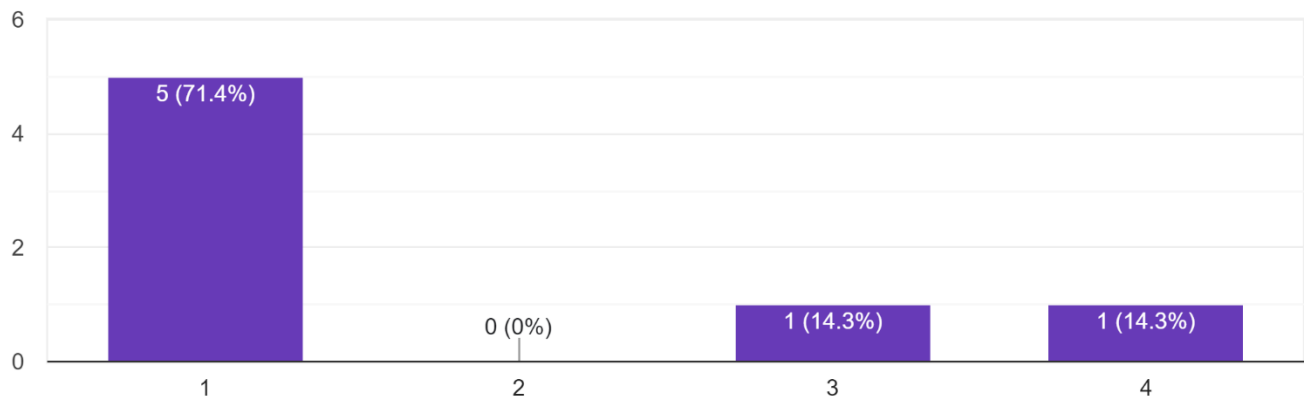
Every body pulls together

Feel valued



### How do you rate the Management team?

7 responses

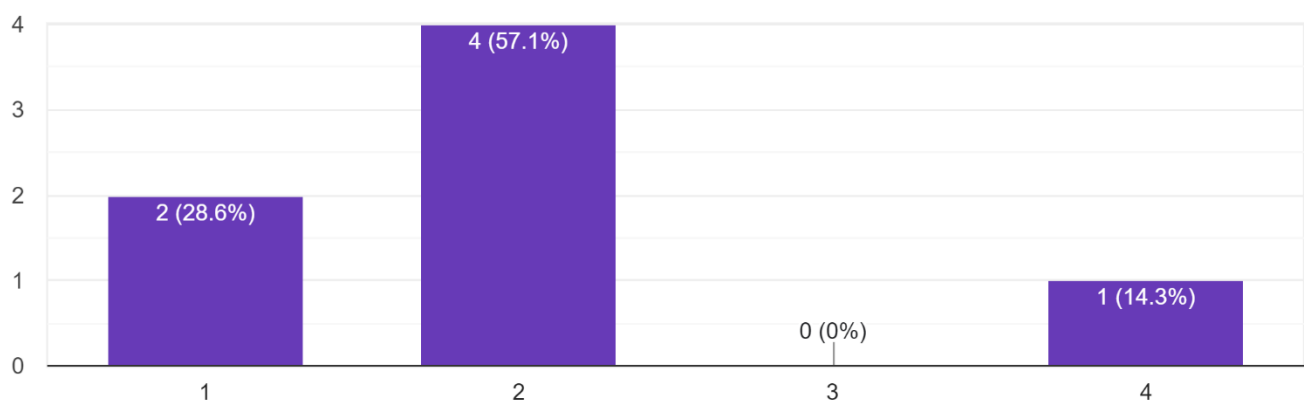


### Why did you give the rating above? 7 responses

Management place inappropriate expectations on staff  
Runs a tight ship and support available when needed.  
Good organisational skills, keep club sustainable but always room for improvement  
Club is ran to a high standard.  
Management and Committee offer the support that is necessary. Good working relationships between Manager, Assistant and Club Secretary ensure the Club runs efficiently.  
If you have a problem you can easily discuss with management  
Feel value and plat of the team

### How do you rate the external training you have received?

7 responses



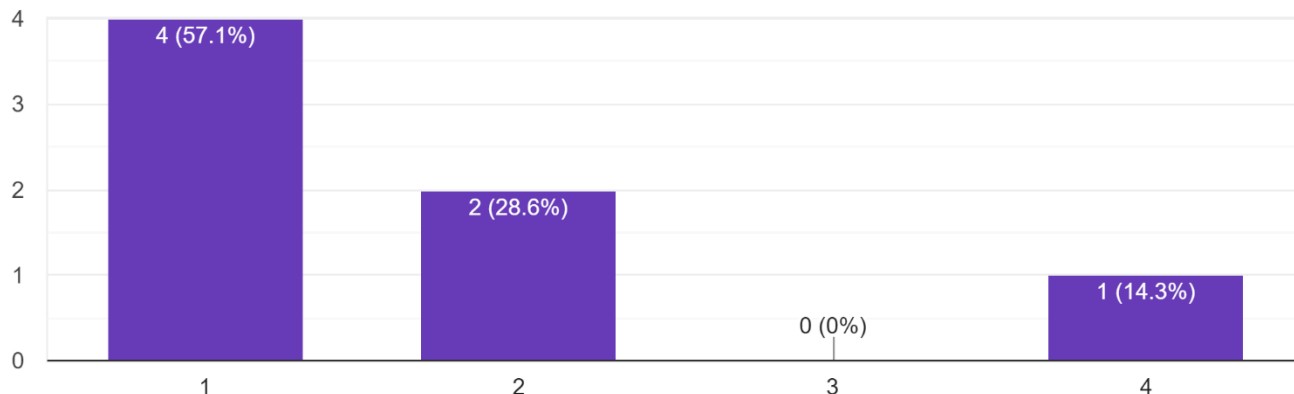
### Why did you give the rating above? 7 responses

Good  
Most of the training very good but not all relavent to job role.  
Can be hit and miss with courses with gaining more knowledge

Been on lots of informative courses in my time at club.  
Generally good but can be unnecessary, over long or repetitive.  
Courses have been easy to access  
Have a good training to deal with situations

### How do you rate your working environment?

7 responses



### Why did you give the rating above? 7 responses

Because the environment is generally very good.  
Good sized light and airy building with excellent outdoor area.  
Lot of improvements to the building and outside space but would be nice if all groups using the building pulled together to improve the building  
Lovely place to work  
Great building and area to work in. Constantly trying to keep facilities updated and safe.  
It's a lovely bright comfortable building and generally a happy environment .  
As feel valued and good work environment

### Any other comments; areas for improvement, things we do well or any concerns 6 responses

Management need to observe who in their team are not "pulling their weight". Also a more proactive approach to getting the snagging list fixed, ie- broken windows/windows that don't open/ door handles that are broken etc. Although I do understand this is something that may not always be within the remit of Management.  
General wear and tear but nothing that can't be fixed. Club has a very good reputation, proven by the number of children who attend. No concerns.  
Difficult few years but now hopefully things will improve . Work well within restrictions we have to work with Staff recruitment is a constant battle and the changes in qualifications needed makes it difficult to attract good staff that want to stay. Would be lovely if that was easy to achieve!  
None  
Good company and get along well together

# Committee Questionnaire Summary

In your opinion how do you think DOSC is doing? 4 responses

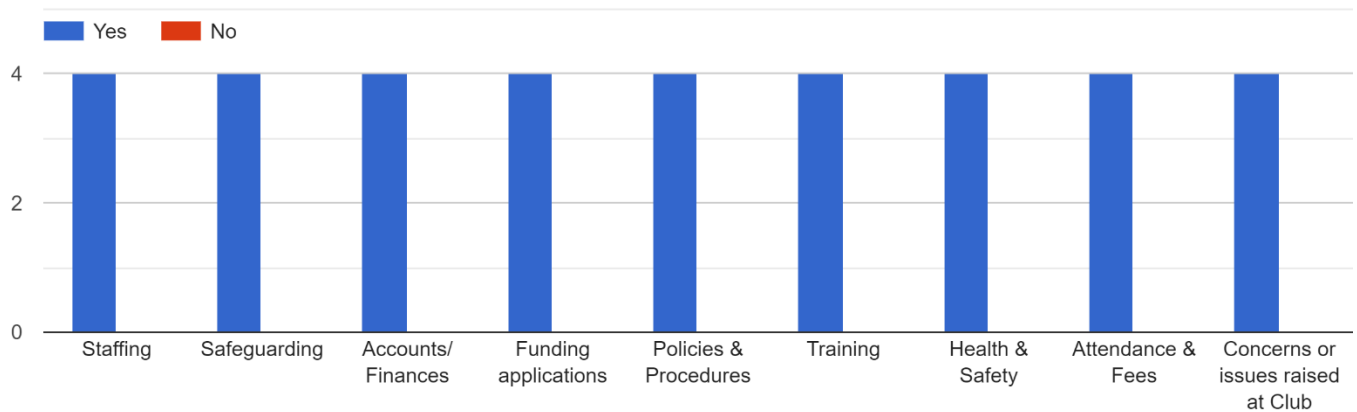
Very well.

Fantastically...always adapting to new procedures and events as they arise in a professional and efficient manner

Very well. Management and staff are working hard to provide the best service possible.

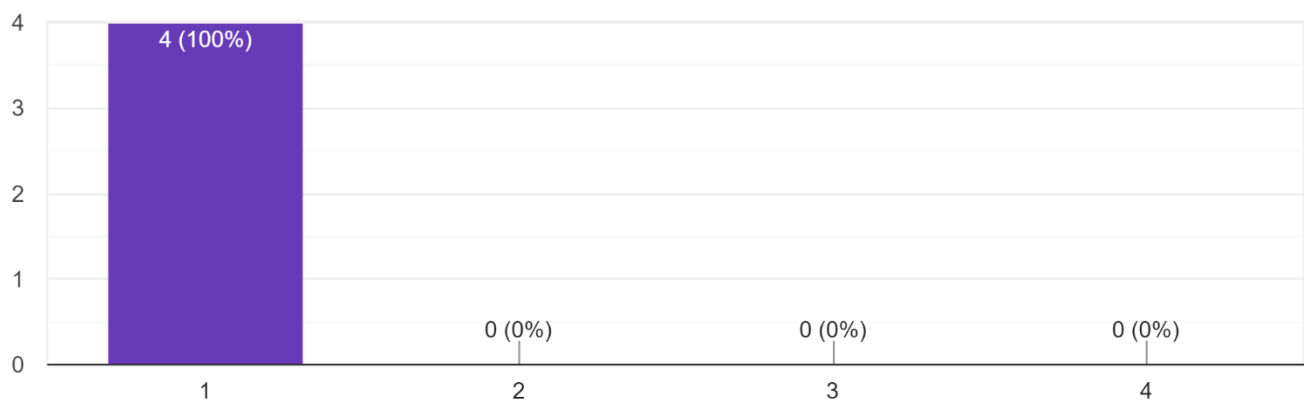
Very well

Do you think the Management team has kept you informed on the following



How do you rate the staff team?

4 responses



Why did you give the rating above? 4 responses

The staff work well together as a great team.

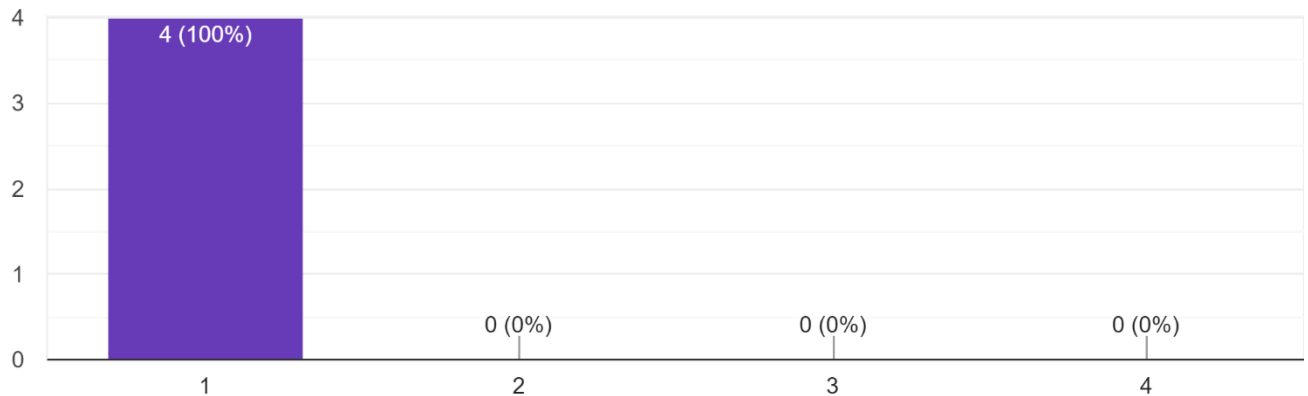
They are supportive and work together to strive in giving the children best possible care

Very diligent hard working staff

All aiming for the same goal

### How do you rate the Management team?

4 responses

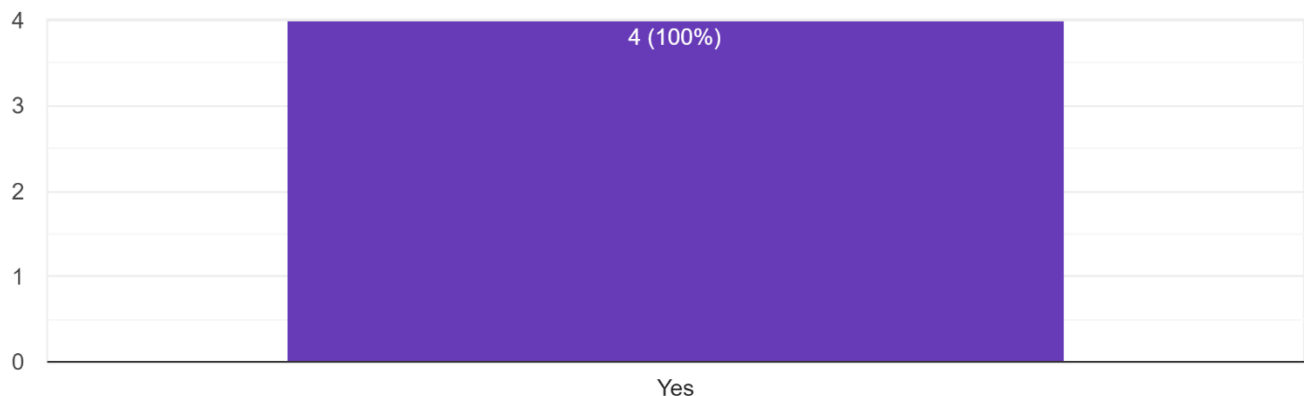


### Why did you give the rating above? 4 responses

The staff all work together, managed very efficiently  
They communicate well with staff and committee and always address any issues professionally and efficiently  
They work hard to provide a good service and support parents during these difficult times. They anticipate the children's need and work hard to accommodate children who are struggling. Supportive to staff and keep the committee up to date and informed. They work hard to secure grants and funds with a view to improve the environment and the children's experience  
Friendly & approachable

### Are you happy with the regularity and duration of our Committee meetings?

4 responses



### Any other comments; areas for improvement, things we do well or any concerns 4 responses

Can't think of any improvements needed  
Keep up the good work  
I have been impressed by the managers ability to juggle her role and take on the extra work load when they are short staffed.  
Financial forecasts - do well

# Children's Questionnaire Summary

## Children's Questionnaire - Summary - Summer 2022

12 questionnaires were given out to children

**6  
completed**

	<u>Parents work</u>	
	<u>Yes</u>	<u>Ok</u>
1. Why do you come here?	6	
2. Do you like the staff?	6	
3. Do you like the toys & craft?	5	1
4. Do you like the food & drink?	5	1

### 5. What is your favourite thing about Club?

Playing with my friends

Junior zone tables

Junior toys

Playing football

Playing outside

Snack

### 6. Is there anything we could do better?

More footballs

Outside more

Nothing

### 7. Tell us your ideas for Club

Tech time

Junior room back

Nothing