

# 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

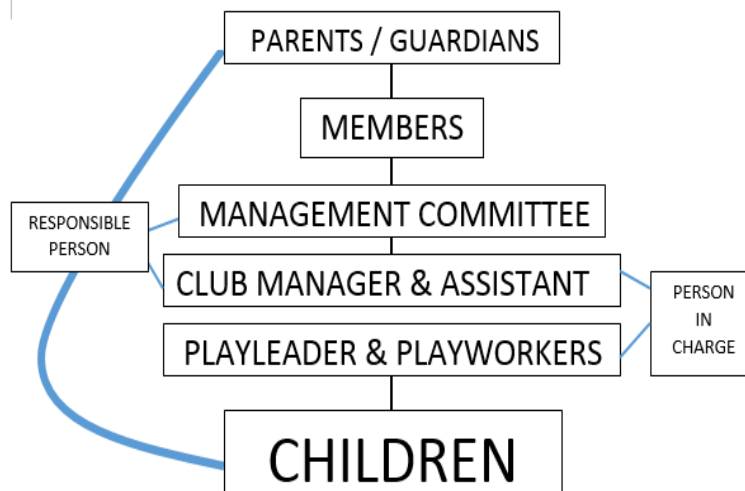
- To promote the benefits of the inhabitants of Deganwy and the surrounding area by providing facilities or assisting in the provision of facilities for the daily care, recreation and education of children during out of school hours and school holidays.
- To advance the education and training of persons 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 2021 - August 2022**

## **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).

## **Covid-19**

Deganwy Out of School Club have continued to work within the Government guidelines around the Covid-19 pandemic. Procedures to keep everyone safe included:

- updating our Risk Assessment
- appropriate signage
- cleaning schedules
- screening questionnaires
- extra hand washing/sanitizing facilities
- reduced hours for holiday club
- The 2-metre distance rule was adhered to where possible
- Outside play was offered as much as possible
- No parents were allowed inside the building
- Parents were kept informed of new policies and procedures by e-mail, text or messaging
- Contact at the door was kept to a minimum
- One parent at a time on the path
- No cash or cheques were accepted only bank transfers and digital vouchers

## **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 local 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 1<sup>st</sup> June 2022 at the Deganwy Play and Learning Centre and was attended by staff and committee. The Annual Report for 2020-2021 was presented at this meeting.

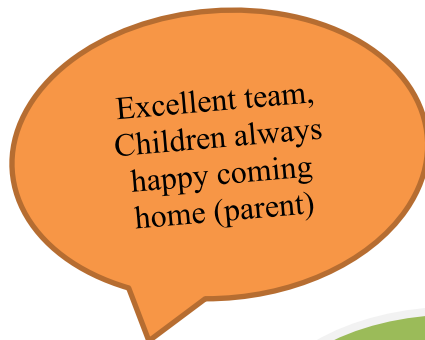
## **Achievements and Action Plan Outcomes from 2020/2021**

### **Admin**

The staff Handbook and Policies and Procedures have all become electronic and staff are able to view all documents in Google Drive. This has massively cut down on paper waste and staff are notified of any changes immediately. Our child registration database is updated each year. Training for the Assistant Manager and Company Secretary has continued throughout the year. The 30hr childcare funding for 3-4 year olds continues and helps club remain sustainable, without this funding Club would have struggled financially this year. Our Payroll has become more streamlined and environmentally friendly with wage slips and timesheets being sent electronically. As per our Action Plan 2021 this Quality Report has been written during the Summer months.

Any proposed changes to policies are reviewed by Committee and staff. *(As per Action plan 2021)*. In the last year we reviewed and updated the following Policies –


- \*Reserve/Contingency
- \*Admissions
- \*Arrival & Collection
- \*Club Closure
- \*Confidentiality
- \*Disciplinary
- \*Flexible Working
- \*Food & Drink
- \*Grievance
- \*Health & Safety
- \*Managing Sickness
- \*Prevent
- \*Safeguarding
- \*Site Security
- \*Whistleblowing



Excellent team,  
Children always  
happy coming  
home (parent)



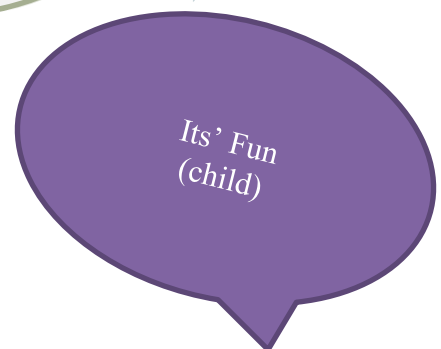
Amazing with my  
children  
(parent)



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

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
- \*Cleaning schedule/Health & Safety checklist
- \*Attendance sheets
- \*Staff Handbook



Its' Fun  
(child)

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

<b>Name of Course</b>
Diploma Level 3 in Playwork – completed
Diploma Level 3 in Playwork – in progress
Safeguarding
Paediatric First Aid
Fire safety/Manual Handling
Food hygiene
Autistic Bus
British Sign language Workshop
Transgender 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**

The willow structure has been cut back to make space for a gazebo but will require maintenance. Work on the school has been delayed and so plans for new adventure playground and work on our outside area has not been possible at present. (from action plan 2021-2022). Wooden storage boxes have been built under the veranda which has also been enclosed with Perspex to make this area weatherproof. The sensory garden has been maintained throughout the year. Inside the building DOSC received funding to replace the flooring in the main room, kitchen and reception.

### **Attendance**

During 2021-2022 attendance was 84% of full capacity at After School Club. The October and February half term holiday clubs were good and for the summer holidays, we continued to only open Monday to Thursday with nearly full attendance each week. These summer weeks were 98% of full capacity.

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 after the last two years and good for everyone's wellbeing.

### **Fundraising**

Due to the pandemic and parents not allowed inside the building we have not resumed any kind of fundraising during this year.

### **Grants & Donations**

Donations of £82.15 were received in September 2021. We have received grants of just over £10k this year. These have helped keep Club sustainable, provided PPE and maintained the building.

### **Trips/Workshops**

We had a Glitter Tattoo workshop during the summer holidays. No trips were planned this year due to the ongoing pandemic and also staffing levels. (action plan 2021-2022).

### **Equipment**

In accordance with our action plan 2021/2022 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. We were kindly donated a water slide for the summer holidays. A shredder was purchased for the office.

Two laptops were part of an Early years grant which has enabled the Manager to work from home when needed and will help the Assistant Manager with her training.

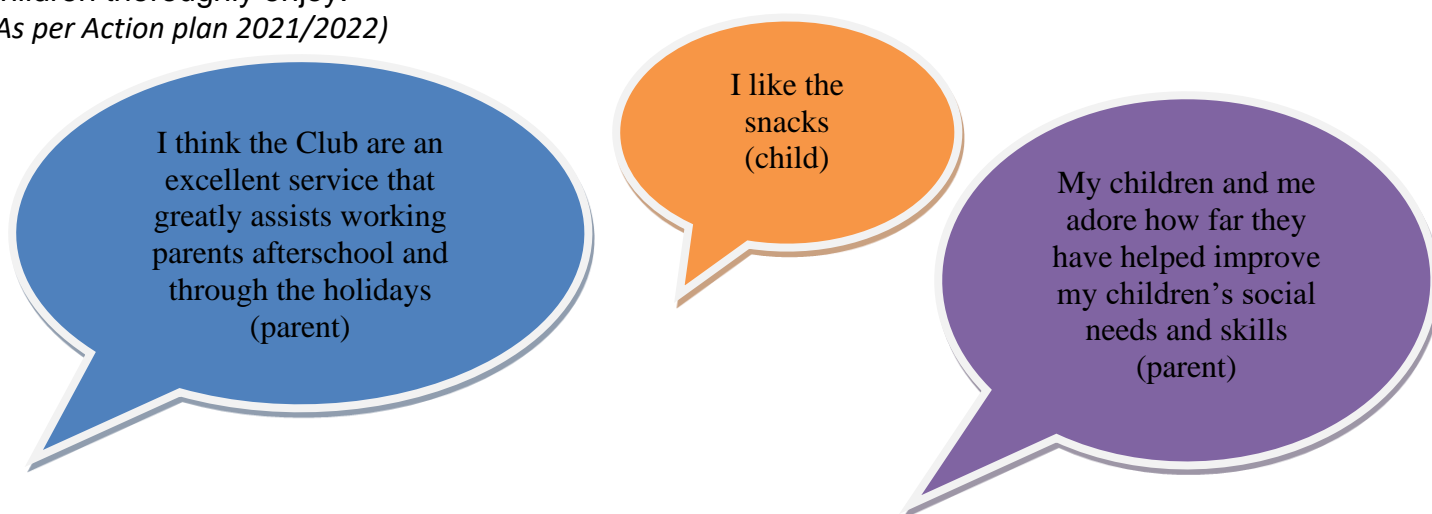
## Website & Facebook

At the beginning of the year we had issues with the website host which have now been resolved and since then 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. We have begun to return to our usual snack routine as guidance has allowed – children help to serve snack and continue to clear their plates and food waste. ‘Snack chat’ is back up and running which the children thoroughly enjoy.

*(As per Action plan 2021/2022)*



## 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.

## Discussion Sessions

Children are given the opportunity to discuss any issues/make suggestions daily after snack.

## 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 disappointing with only 14 completed. Children's questionnaires were both written for juniors and group discussion with thumbs up thumbs down for infants. 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 holidays and outings attended. 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. This year we have introduced an outside daily chalk board detailing who is working, theme of the week, craft and snack of the day. This has received excellent feedback from parents, children and school staff.

## 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 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 1<sup>st</sup> June 2022.



## *Action plans for 2022/2023*

### 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 and funding to level the outside grassed area, move the sheds and incorporate a safe space for ride on cars, football etc and maintain the sensory garden. This will all depend on building work on the school grounds. [\(Acting on suggestions and ideas from Parent/staff/Committee\).](#)

Adventure Playground not in use from end of September 2021. Deganwy School would like to look for joint funding for new 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 resume our fundraising activities during this year. We would like to run a Bingo evening and a raffle.

## **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 will be used during our daily routine at Club. Staff currently attend monthly meetings and we will be starting team building exercises and events this year. This will include scenario's, quizzes and games and activities training.

## **Questionnaires**

Online Google Questionnaires will be updated and used again this year.

## **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. We will trial online data collection software to produce booking forms. Compliance with SASS will now take place in January/February 2023, as per CIW guidance.

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

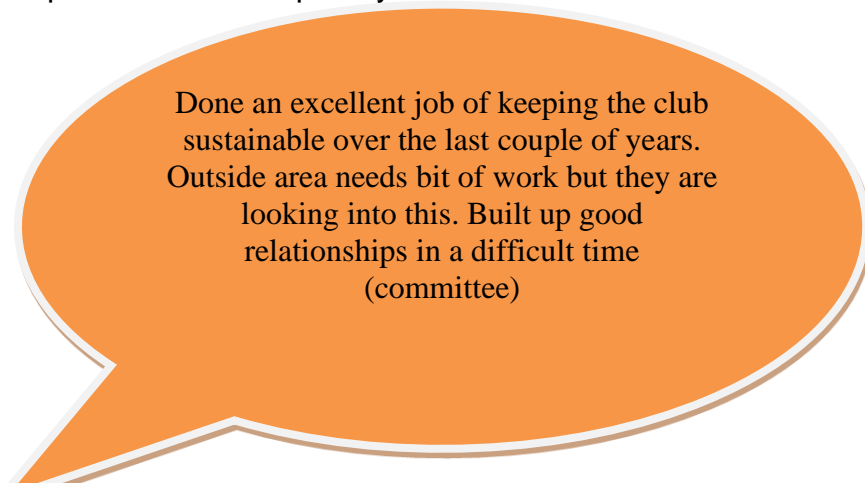
## **General**

There is a planned Holiday Club fee increase which will come into force for October half term. The Committee are considering a fee increase for After School Club in January 2023. This is being considered due to the current economic situation to enable Club to give the staff a well-deserved pay increase and to encourage new staff to fill vacant positions. It will also help cover any possible rent, food and material cost increases.

## **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.

At present our main priority is to remain sustainable.



Done an excellent job of keeping the club sustainable over the last couple of years. Outside area needs bit of work but they are looking into this. Built up good relationships in a difficult time  
(committee)



I enjoy going to work and feel appreciated  
(staff)



Thanks for more junior toys  
(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. Many of the trips and workshops are completely new experiences for the children which motivates new interests and can engage the children in a healthier lifestyle. (Workshop and trips will resume when staffing and funding are available).

The outside space including the sensory garden 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 new enclosed area under the veranda will ensure this is possible all year round.

During snack is a perfect time 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, suggestion box, 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.

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 and since the Covid pandemic we have noticed significant changes in behaviour, communication, language and social skills. This has been particularly noticeable in 3–4-year-olds but has had some effect on all the children. DOSC have followed guidelines throughout but recognising how important play is to a child, as soon as regulations have been relaxed, we have tried to get back to 'normal'. The children's confidence is beginning to return with the encouragement of the staff and a consistent routine.

The Covid pandemic has also impacted the staff. DOSC has supported all staff throughout

- making sure their jobs are secure,
- staying in touch,
- social interaction (via zoom and face to face once allowed),
- informal chats, regular updates on new procedures,
- making them feel comfortable by ensuring there was enough PPE and new cleaning rota.



## **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.
- 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 (this year available electronically on Google Drive), 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 be part of our main room due to fewer numbers of older children and staffing levels. 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, Arrival & Collection and Sun Care. 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. (Currently as no adults are allowed to enter the building all the above are available by e-mail).

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 now situated outside the front door with important information regarding the running of the Club. We have also set up 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
- 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 - Adequate: my practice requires improvement**

### **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

of the building 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. All areas are fully accessible with ramps and wide doors. 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 playground to encourage physical play & co-ordination. The meeting room is used mainly by the Playgroup as an office but is also used for our staff meetings. There is an office which is used daily by the Manager for administration tasks and any discussions with the parents and staff. 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. 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 sheds. 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.

We secured funding to replace the floor in the main room, reception area and kitchen. New storage area was built under the veranda and the area made weatherproof and a gazebo constructed in the garden.

### **Priorities for improvement**

- Improving the grass area to be more child friendly
- play equipment – inside and out
- 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, Arrival & Collection, Privacy, Fees and Sun Care. 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 or in the policy folder by the daily attendance sheets. 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. Since the Covid pandemic it has been particularly 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. Contingency arrangements are in place to cover emergencies and unexpected staff absences. Staffing the setting over the last two years has been demanding due to national self-isolation guidelines, sickness and accrued annual leave. To cover these the Manager and Company Secretary both used a large part of their weekly contracted hours, which has helped to keep the Club sustainable.

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. 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 training we have encouraged staff to download the Wales Safeguarding Procedures App to their devices. Management require staff to feedback updated information on training they attend at staff meetings.

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 as well as putting on fundraising events to encourage parent participation.

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.

Communication with the school and playgroup has improved over the year especially whilst operating in such unusual circumstances.

Our vision for the future would be to get the Club back to its pre covid position. In terms of finances, attendance and staff levels.

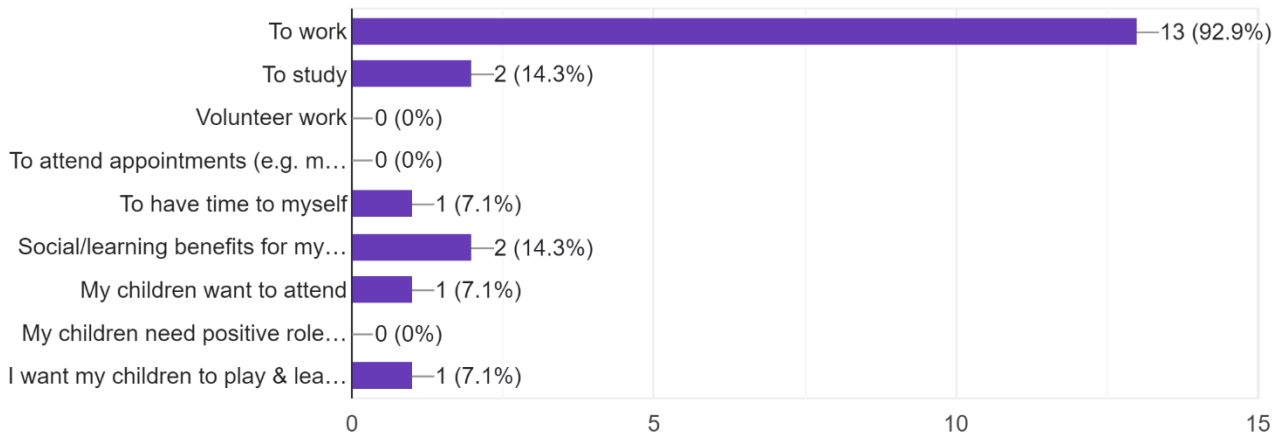
### **Priorities for improvement**

- We would like to make joint funding applications with the school and playgroup to develop and improve the outside area.
- Keep encouraging staff to take responsibility for their own development and attend training.
- Update our Website to include policies and procedures and our parent pack.

## Appendix Parent Questionnaire

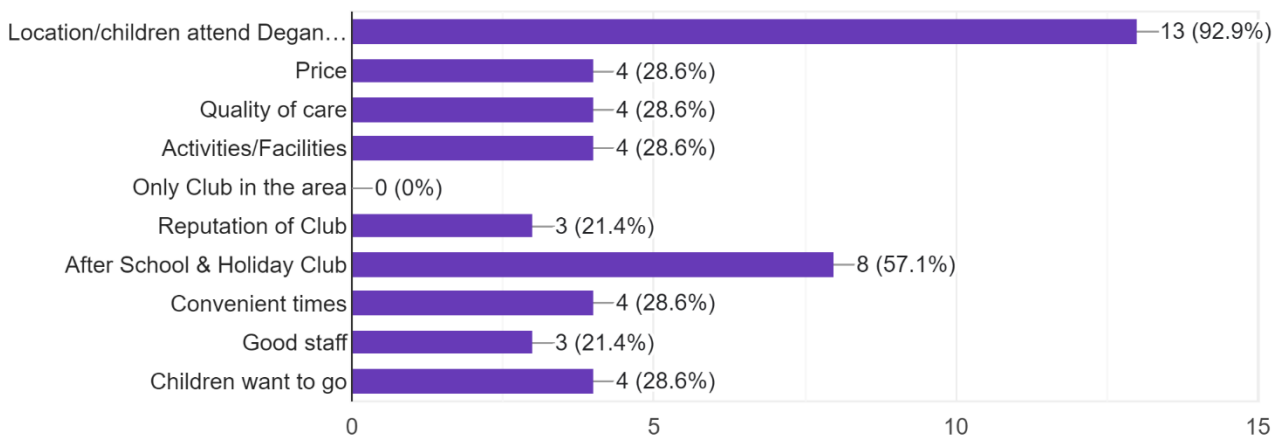
Why do you use the Club? (please tick all that apply)

14 responses



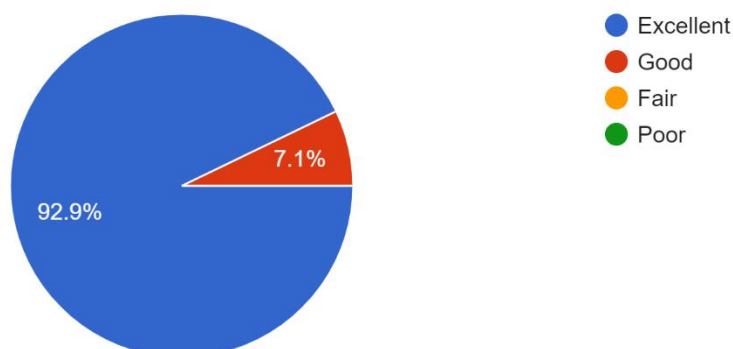
Why did you choose this particular Out of School Club (please tick all that apply)

14 responses



How would you rate our service –

14 responses



## Why did you give the rating in the question above?<sup>12 responses</sup>

The club is well run, efficient and friendly. I feel comfortable sending my daughter there and the range of activities are well organised.

Really happy with it

Everyone has always been so nice with my daughter. She has loved attending. I just wish we could afford to have her there next year too.

Staff are fantastic, my little girl loves going

Excellent team, children always happy coming home

Child has always been happy attending, staff are friendly and communication is great

Friendly, excellent location and always activities for the children to do.

Amazing with my children

Child is very happy attending club. Love how there is different themes and activities going on. All of the staff seem lovely too.

Fun activities, good snacks and friendly staff

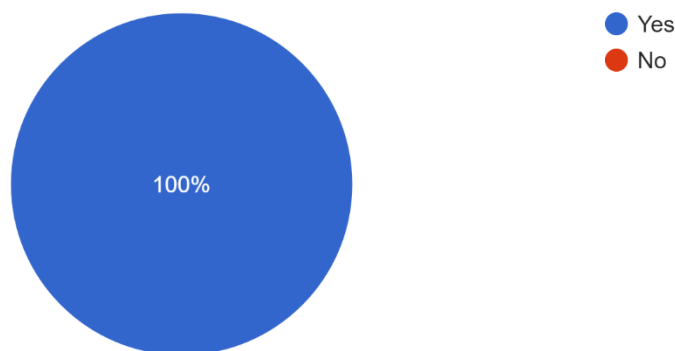
I have found the staff and care excellent. Communication is fantastic. Facilities and locations are also brilliant

Staff are all lovely very helpful and go out there way to help with any needs also there's lots on offer for the children and good outdoor space my child loves attending

## Quality of Care & Support

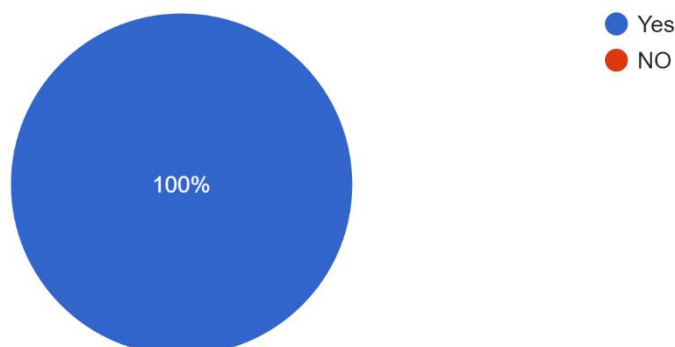
I received information (parent pack, registration form, informal chat) about the service before my child started using it.

14 responses



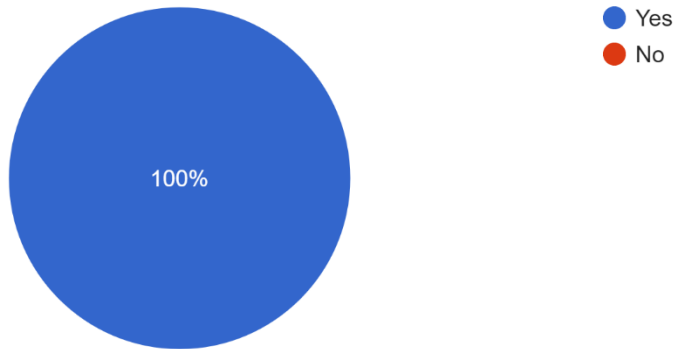
I am happy with the quality of care my child receives.

14 responses



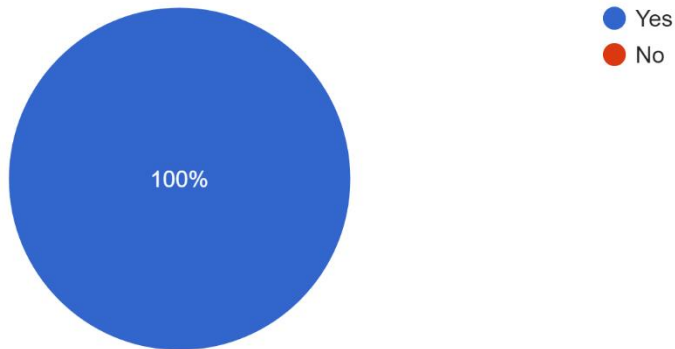
I receive updates from Club by way of phone calls, text messages, e-mails, facebook & informal chats

14 responses



I feel happy approaching staff for help and support.

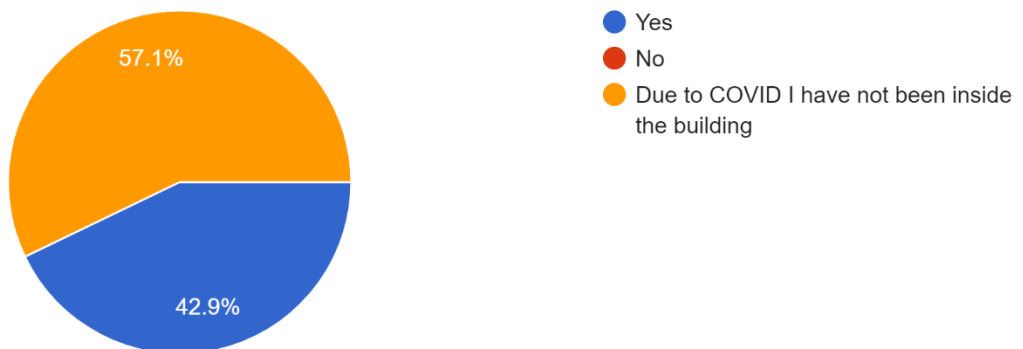
14 responses



### Quality of Environment

The Club & resources are kept clean, bright and in good order.

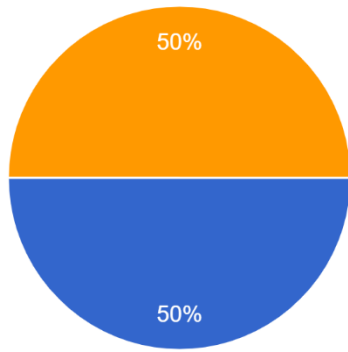
14 responses





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

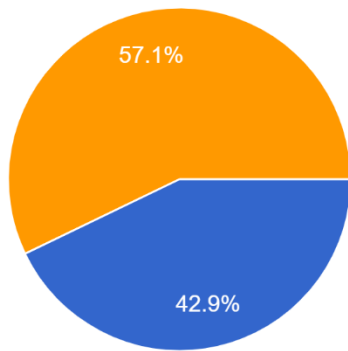
14 responses



- Yes
- No
- Due to COVID I have not been inside the building

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

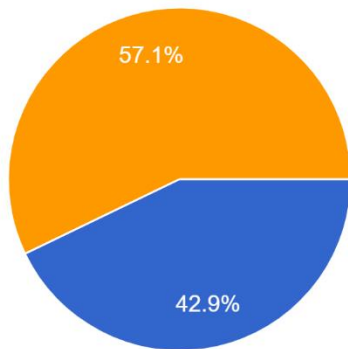
14 responses



- Yes
- No
- Due to COVID I have not been inside the building

The setting is stimulating for children.

14 responses

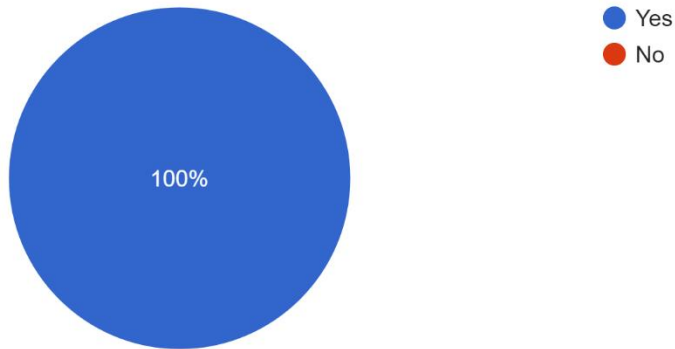


- Yes
- No
- Due to COVID I have not been inside the building

## Quality of Staffing

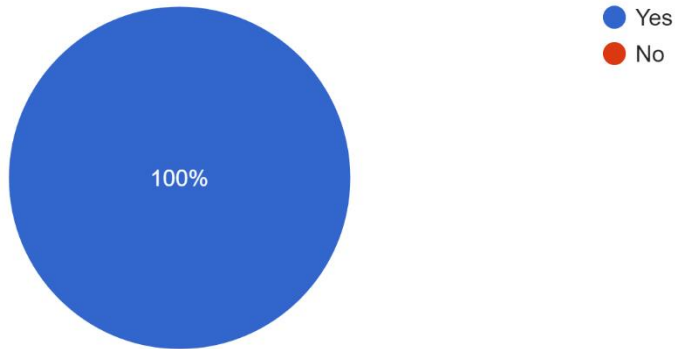
My child appears happy and confident with staff.

14 responses



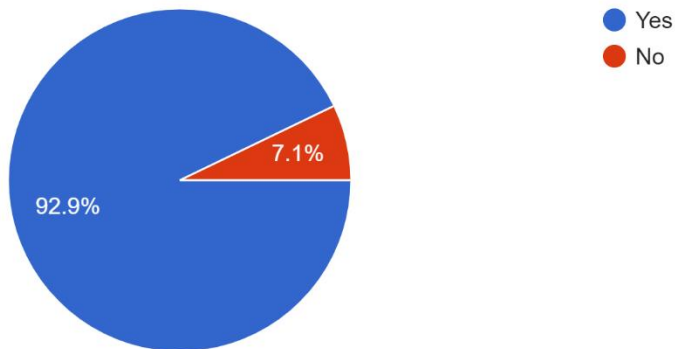
The staff treat my child fairly and with respect.

14 responses



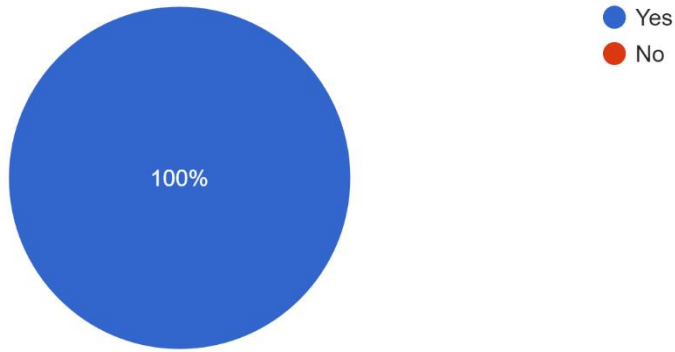
Staff discuss any concerns and/or good behaviour when I collect my child.

14 responses



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

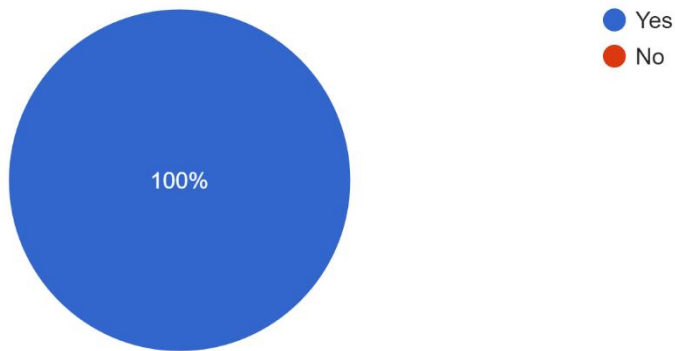
14 responses



### Quality of Management & Leadership

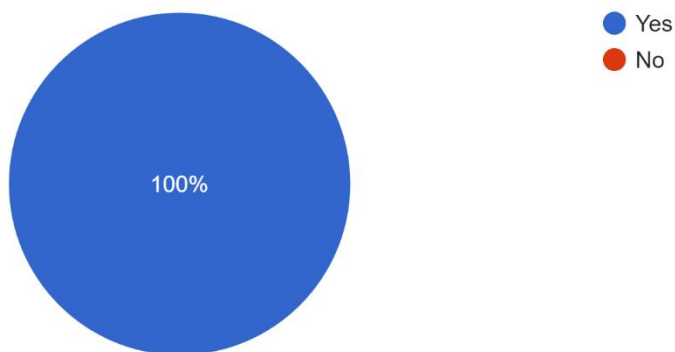
The Club Manager / Assistant Manager are approachable and helpful.

14 responses



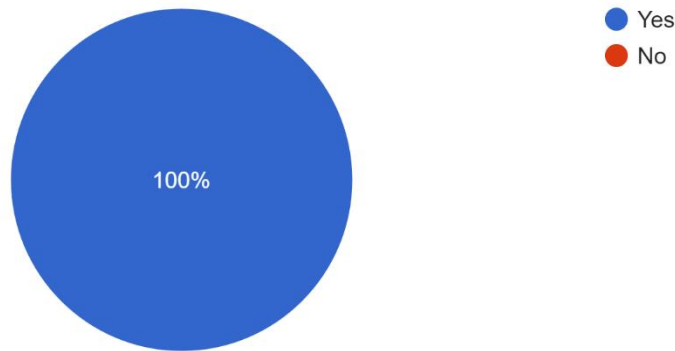
I feel the Manager / Assistant Manager listen to my concerns.

14 responses



The Club is well organised and run efficiently.

14 responses



### Comments

The location, approachability, range of activities and friendliness.  
Being with their friends  
That it's a fun time with her friends after school  
The outside activities and associated toys  
Everything , mixture of age ranges, play time indoors / outdoors, organised craft & activities. Snacks, staff, times , price , location  
Convenient, children say snacks!  
They have different activities  
Playing with friends.  
My children and me adore how far they have help improve my children's social needs and skills  
My son loves the staff & club he asks to go at the weekends.  
It's extremely helpful that it's next to school and my child has familiar faces that she's known for sometime  
staff and children I like how welcoming the group are and staff are very helpful

### What do we do well & how could we improve?

I think the club are an excellent service that greatly assists working parents afterschool and through the holidays.  
All is great  
You treat all kids fairly and they have lots of fun. Maybe more information given to parents on collection as my daughter doesn't really tell us what she's been doing.  
Plenty of craft themes activities on offer. Activities tailored for older children.  
Staff are great. Snacks offered could be better, know of other after school clubs who offer proper meals for the same price  
You create a welcoming and friendly environment and are always participating in activities with the children.  
Nothing to improve!  
Do well in all aspects  
I like everything about club, the staff are lovely and the activities are great but an earlier snack time would be a good idea maybe around 4 o'clock  
Communication is brilliant, staff are always welcoming and confident with my child which I find really reassuring  
Communication and text messages are brilliant right to keep us up-to-date especially myself as it doesn't get much time to read emails it still keeps me in the loop of what's going on and saves me filling out forms all the time being able to just send a quick text. Love the board outside that is written on to tell us what the children are doing and what snacks they've had to eat and which staff are working.

## Staff Questionnaires Summary

Give some examples of how DOSC has supported your well-being since September 2021:

responses

Furlough, informal chats, good teamwork, nights out

Supporting team members and management. Available to discuss any issues if needed at any time.

Boss always asks if everything is OK

Good support all-round well done all

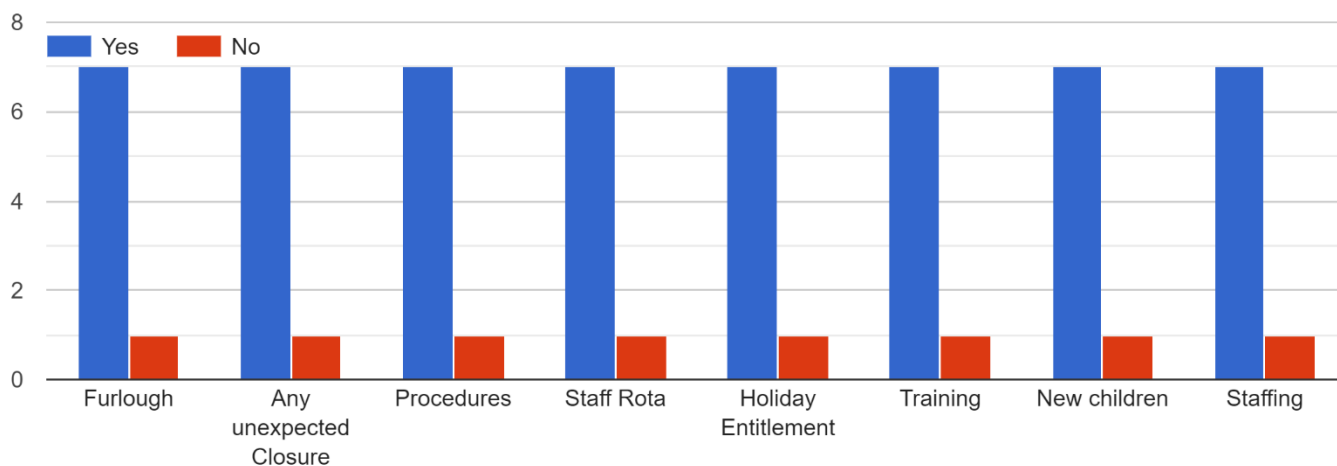
By always looking out for staff, always been able to talk to them and they are very supportive if you have any problems. If you have, they are always helpful and will try to make job a happy place to be

Staff have been fully informed of all changes made during Covid and been given the space to open up about any issues both formally and informally. During times when others have been off sick the team has pulled together to open as usual - sign of great organisation. We have helped each other have time off and supported those who may have been struggling.

All management are very approachable and supportive if you have any concerns.

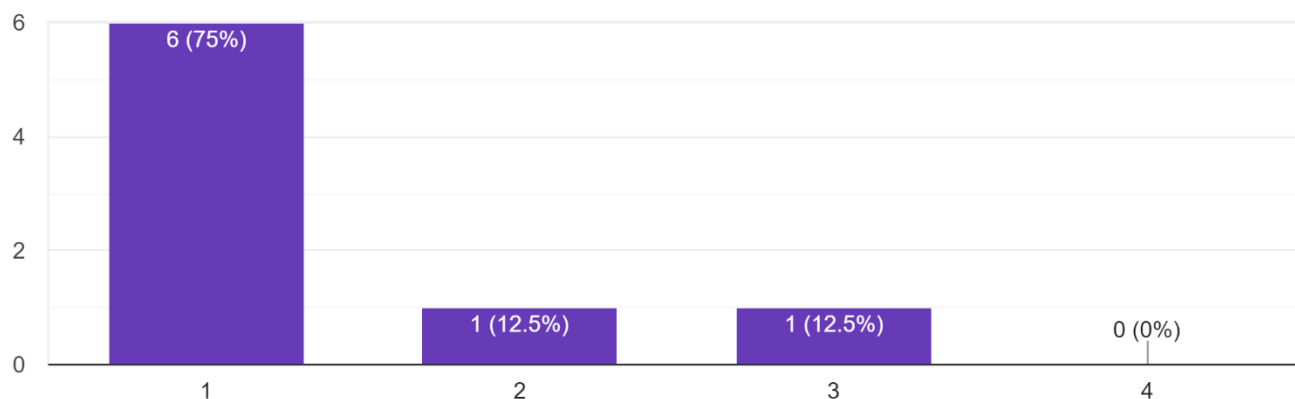
Have only been working there a month

Do you think Club has kept you informed on the following since September 2021



How do you rate the staff team?

8 responses



### Why did you give the rating above?

All staff work well together, help out extra when needed

We gel and work good together, all team members have high standards and strive to do better.

Some of the team don't pull their weight.

We work well as a team through hard and difficult times

Because everyone is friendly and work as a team should work together.

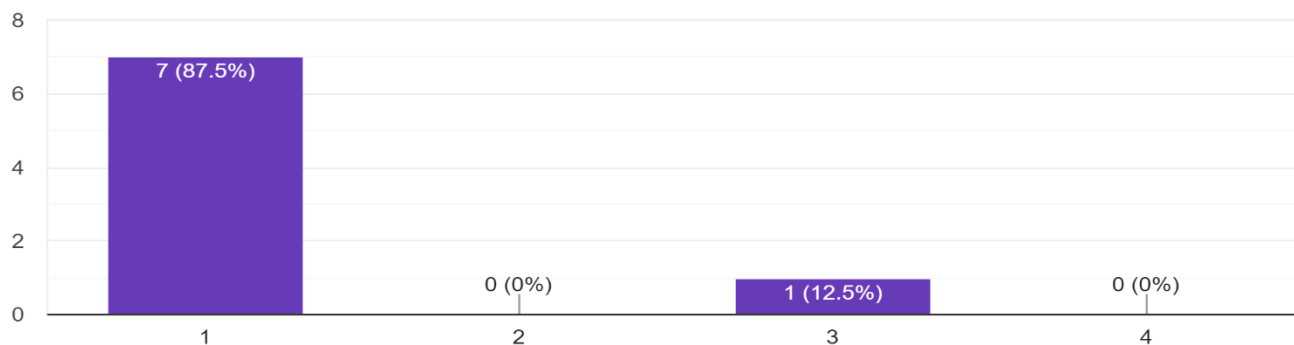
Despite losing members of staff throughout the year new staff come on board, are helped to fit in seamlessly, are made to feel welcome and soon become part of the team. Honest, reliable, competent and friendly staff form the great DOSC team.

Because all the staff works well as a team and everyone is treated equally

As we all work well together

### How do you rate the Management team?

8 responses



### Why did you give the rating above?

Without management team working so hard club wouldnt be here now Great support off each other

Management run a tight ship and everything is done by the book.

Not enough direction from managerial assistants on the shop floor.

Very good at there job

Always very approachable and helpful.

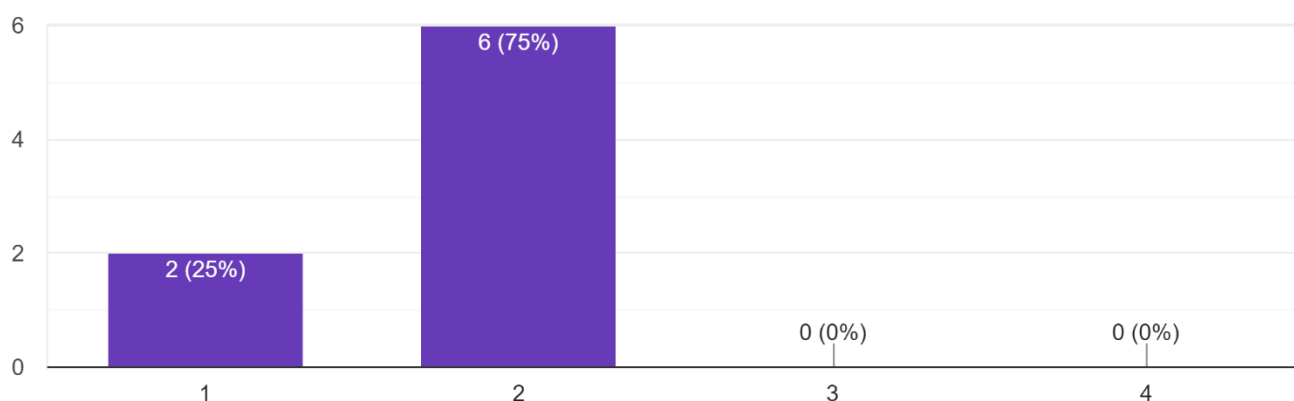
Management team are knowledgeable, hard working, helpful and keen to ensure the smooth running of the Club whatever it takes.

Because all the members of management are fair and treat you well, and are always able to give guidance if needed.

As it is good team work

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

8 responses



### Why did you give the rating above?

Zoom works well when everything goes to plan but can be cancelled at last minute or can have problems getting on or internet problems

Majority of training is good but some information is not always relevant to Out of school clubs.

It's hit and miss, some training is good other training not so good.

Enjoyed the courses

Always walk away afterwards knowing a lot more.

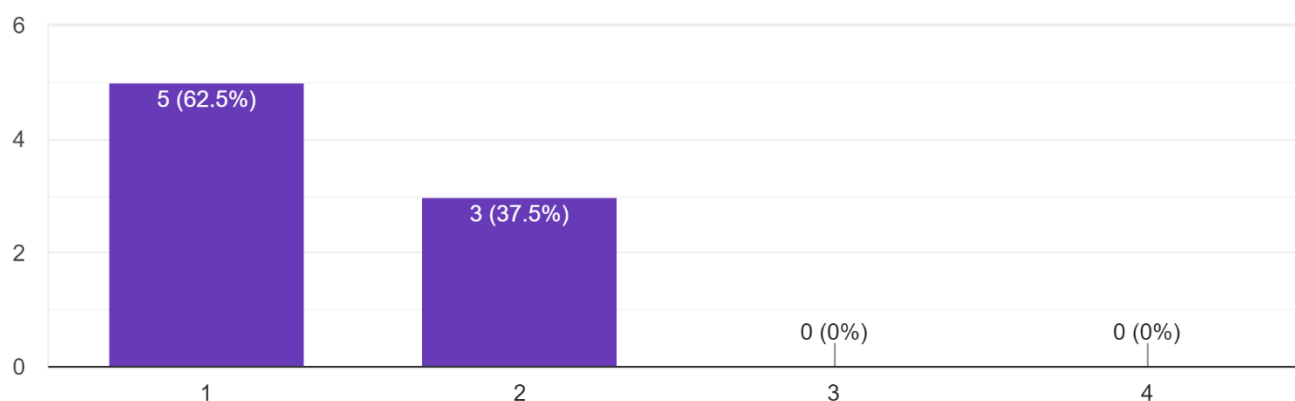
Has been hit or miss during Covid. Although Zoom conferencing has been used trainers cancel at the last minute, there are technical problems and sometimes face to face just can't be beaten.

Keeps you up to date with all legislations, gives you all the information that is needed for the job.

Found them to be very informative

### How do you rate your working environment?

8 responses



### Why did you give the rating above?

Club team has worked extremely well over the past year in keeping a safe and reliable environment for the children. Sometimes feel other groups not doing all they could.

The working environment is good, spacious, airy and bright. Good ventilation and clean.

It's a good environment.

Enjoy. Going to work and feel appreciated.

Always clean and tidy and hazard free.

Lovely, spacious, clean and bright.

It's an enjoyable environment to work in as it's spacious, well ventilated and always sanitary.

It is clean, pleasant, open environment.

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

Done an excellent job in keeping the club sustainable. Outside area needs improvement but working on this.

Have built up good relationships with parents in a difficult time.

The outdoor area could do with a little work, maybe levelling the grassed area. I have no concerns and believe we offer an excellent service to the families in our community.

We work well as a team.

No. Very well run by the management and all policies always adhered to. Very enjoyable place to work.

We are very lucky to work with great people in a friendly environment, if the staff are happy so the parents and children should be! Look at doing some work outside.

All staff communicate well and management are extremely supportive. No concerns.

No.

## Committee Questionnaire Summary

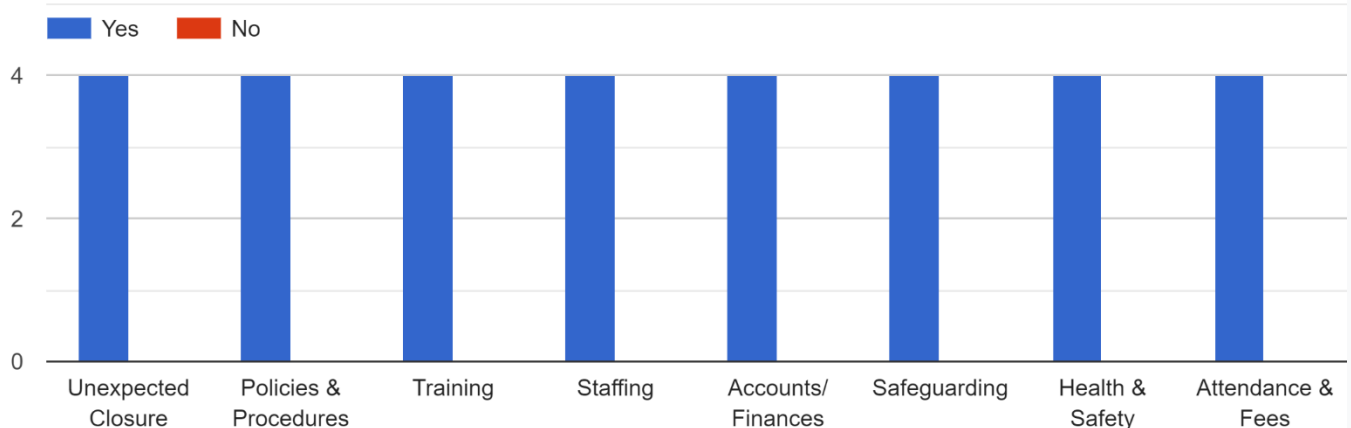
### Give some examples of how you have supported DOSC since September 2021<sup>4</sup> responses

Committee member

Attended meetings via zoom and in person to discuss staffing, fees, budgets and general running of the club  
I have attended planned and emergency committee meetings. I have been part of meetings with parents when issues have arisen. I have made my contact details available to all staff should they require my support.

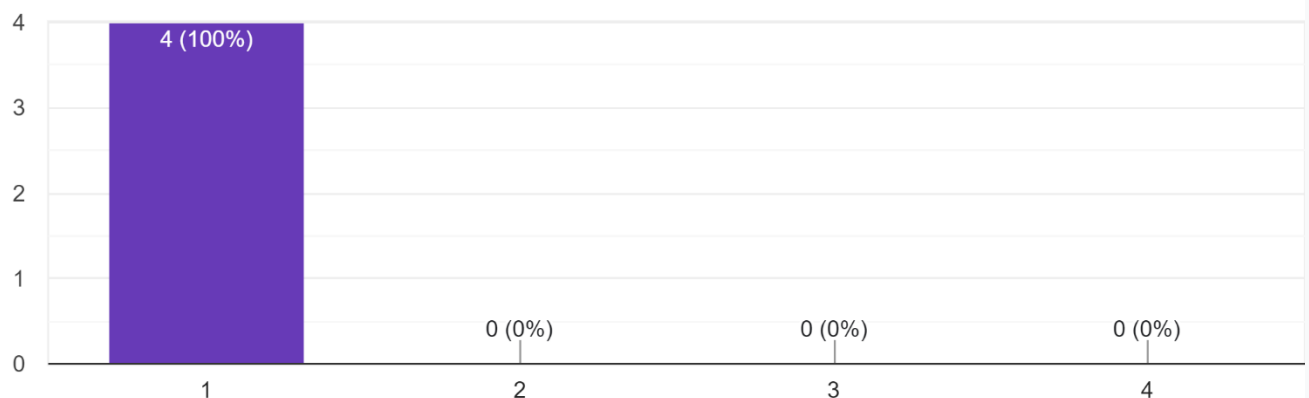
Data Protection advice/advice and input into policies and procedures, support generally as a trustee, discussions regarding staff matters, budget reviews, discussions regarding Covid impacts, etc

Do you think the Management team has kept you informed on the following since September 2021



How do you rate the staff team?

4 responses



Why did you give the rating above?<sup>4</sup> responses

Friendly, proficient and professional

They go above and beyond to make sure other staff and the children attending club have all their needs met and support each other on the highest level even through difficult times of Covid

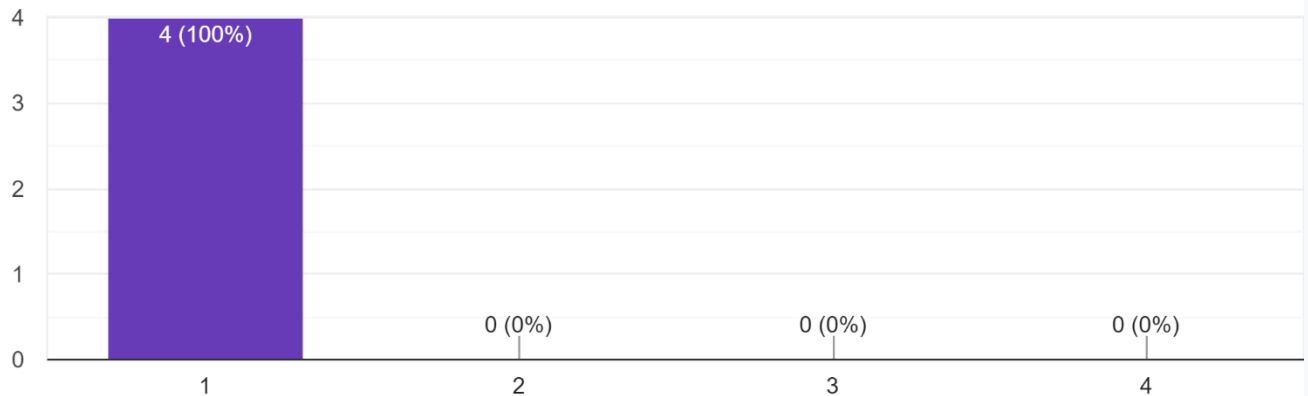
A very dedicated and hard working team

Very committed



### How do you rate the Management team?

4 responses



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

Friendly, proficient and professional

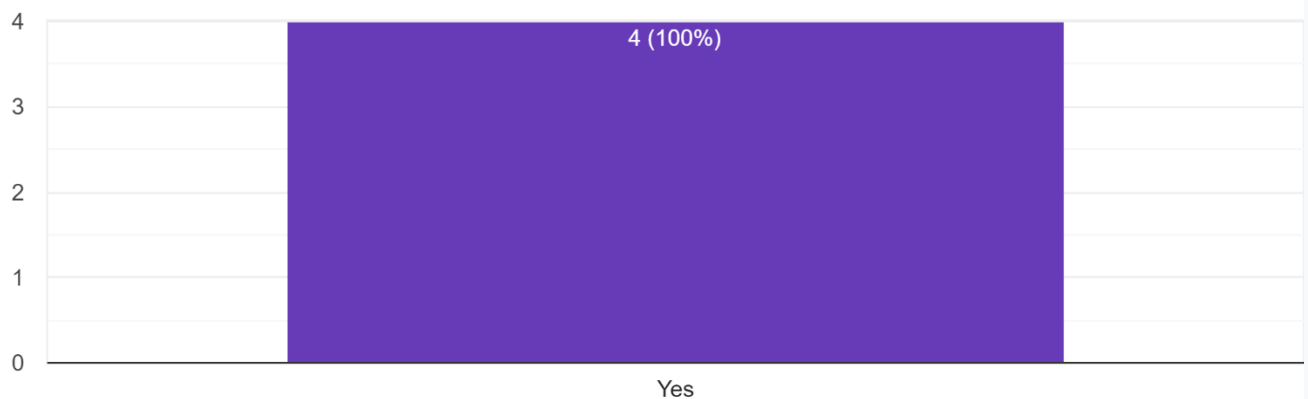
Management team give their all to the successful running of the club often putting in more hours than asked of to ensure all staff and children are supported emotionally, financially and all administration work is completed to the highest level

Very dedicated and committed. Very good communication.

The management team continually goes above and beyond

### 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 2 responses

The running of the club is extremely efficient and provides a happy and safe environment for both staff and club. The well being of all is clearly paramount by staff and management team and the success of the club is down to the dedication of all who work within the clubs environment. A huge thank you all those involved as the club wouldn't be where it is now if it wasn't for their hard work.

The management and staff are very responsive and adaptable which (especially during covid) has kept the club viable. There is a good atmosphere in the club and management work tirelessly to keep the club staff motivated and the children happy.

# Children's Questionnaire - Summary - Summer 2022

12 questionnaires were given out to children

**6 completed**

	<u>Parents work</u>	<u>Want to</u>	
	<u>Yes</u>	<u>Ok</u>	<u>No</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			

