

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 30th June 2003 and became a charity on 15th February 2005. The Club is located in the purpose built Deganwy Play & Learning Centre.

The objects of the Charity are

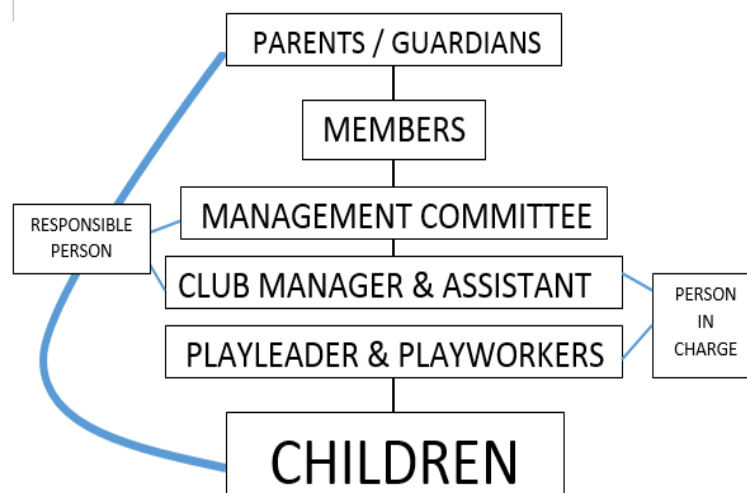
- To promote the benefits of the inhabitants of Deganwy and the surrounding area by providing facilities or assisting in the provision of facilities for the daily care, recreation and education of children during out of school hours and school holidays.
- To advance the education and training of persons 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 2023 - August 2024

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 (13th Feb 2024) Nuala Fitton (from AGM 26th June 2024)

Treasurer – Angela Bowen

Committee Members - Kristen Gallagher, Carol Stanley until 26th June 2024, Teresa Frances Wootton & Natasha Carson

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 (completed April 2024). 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 26th June 2024 at the Deganwy Play and Learning Centre and was attended by staff and committee. The Annual Report for 2022-2023 was presented at this meeting.

Achievements and Action Plan Outcomes from 2023/2024

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 23-24 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 2024, as per CIW guidance.

The 30hr childcare funding for 3–4-year-olds continues and became digital in September 2023 for all new children. This helps club remain sustainable and without this funding Club would have struggled financially.

Any proposed changes to policies are reviewed by Committee and staff. (As per Action plan 2023-2024). In the last year we reviewed and updated the following Policies –

- *Reserve/Contingency
- *Hygiene, Health care & Illness
- *Manual Handling
- *Medication Policy
- *Fee Policy



Updated information sheets and new forms-

- *Statement of Purpose
- *Parent Pack – PDF's are 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 Level 1, 2, 3 & 4
Food Allergy Intolerance
Loose Parts
Display Screen Equipment
Camau Level 2 - Welsh
Being Assertive
Continuous Provision
Breast ironing
Arranged Marriages

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 make the area between the Adventure playground and the black all-purpose area safe and the area between the sheds and the garden was also made safe and now incorporates a raised level area for play. The funding was also used to make the sensory garden more accessible with a paved path incorporating hopscotch and artificial grass replaced the stone chippings

The Small Grants also provided funding to enable us to purchase a robust scooter and mini scooter for outside play for the children.

We investigated funding for a joint project for the Adventure Playground between ourselves, the school and playgroup. Unfortunately, as this is on the school site we were unable to get funding. [\(Acting on suggestions and ideas from Parent/staff/Committee and our Action plan 2023-2024\).](#)

Attendance

During 2023-2024 attendance was 100% of full capacity at After School Club. Holiday Club attendance was very good mainly due to the 30hr funding, which continues to help Holiday Club remain open. We continued to only open Monday to Thursday with nearly full attendance each week. During the summer weeks we were able to offer up to 24 places three 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 staffing. 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 £18.38 were received. We have received grants of just over £12,760 this year. The grants have helped maintain the building and pay towards a one to one worker for a junior child.

Trips/Workshops

We had a Hearing Dogs for the Deaf workshop in the summer 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.

Toys/Equipment

In accordance with our action plan 2023/2024 we have acted on children's suggestions for new toys and older toys for the juniors. This included some bright rugs for the main room, knex construction toys, well-being games, floor mats, hama beads and a large selection of dolls and action figures. We also purchased a couple of robust scooters to cover all age ranges and a cordless vacuum cleaner with the help of Small Grant Funding. For the office we purchased a second laptop for training and a tablet for photos and updating social media.

Website & Facebook

We have continued to update our website 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 were held three times this year. These were facilitated by staff completing Playwork Level 2 qualifications as part of their training. 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 to have a voice.

Children, Parent, Staff & Committee Questionnaires

Questionnaires went out in June this year using Google forms for all but the children. The responses from parents was excellent but we were disappointed that only 17 were 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. Due to all the excellent feedback we decided to design a roll up banner to display outside which highlighted these reviews for everyone to see. 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, safeguarding, health & safety 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, safeguarding, Health & Safety, finance and funding.

General

As per action plan 2023/2024 we were lucky enough to be able to keep fee prices fixed until September 2024. Attendance numbers remained high, and we managed to secure Small Grant Funding to complete work on the outside area.

Annual General Meeting

The AGM was held on 18th July 2024.



Action plans for 2024/2025

Building and outside area

The Management Committee and building committee (DPLA) will continue to maintain the building and outside area. DOSC and DPLA will work together to look for funding to update / improve / replace the kitchen units. The School Adventure Playground has not been in use from September 2021 due to safety concerns and has now been condemned. 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. A new gate may be installed at the far end of the garden due to possible emergency access issues through the school grounds.

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 for the future.

Snack

Children will help update menus for After School Club and Holiday Club. Club is considering changing the snack routine for After School Club to allow the children uninterrupted play.

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 and often pop into the office to discuss ideas with the Manager. The infants take part in daily 'mat chat' where they are able to talk about anything from their daily routine to any issues that may affect them. The Juniors can discuss issues during children's committee meetings.

Questionnaires

Online Google Questionnaires will be updated and used in June 2025.

Admin

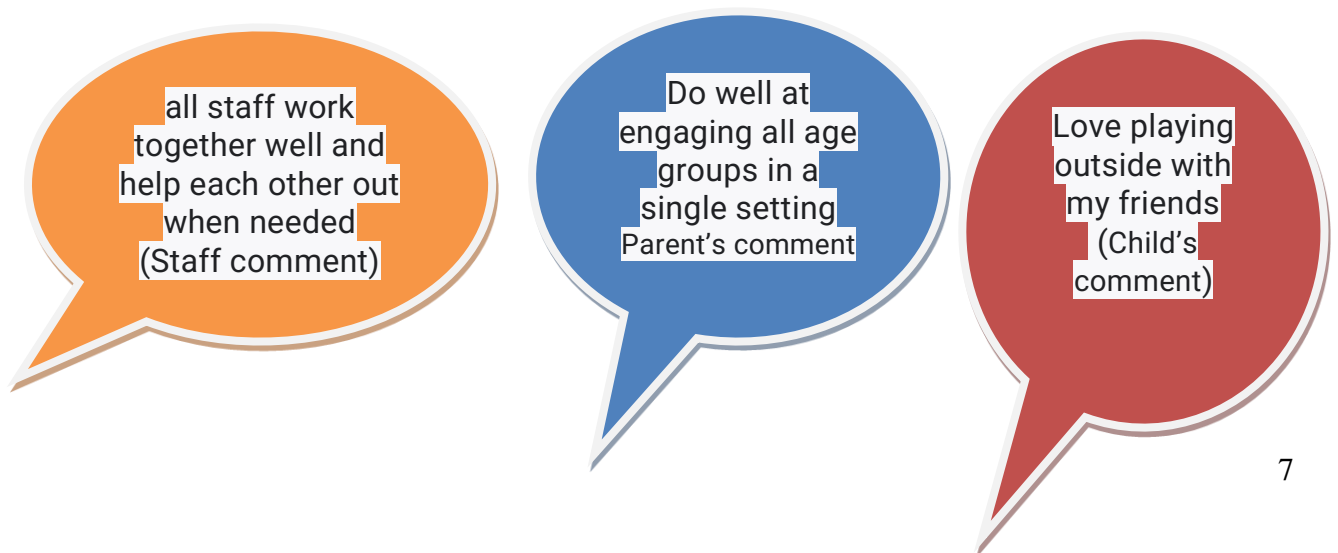
Club has taken on a HR specialist to help update Policies, Procedures, contracts and staff handbook. We will be working with them throughout the year to ensure all our paperwork is compliant with current legislation. The Parent Pack will be updated in line with current guidance, changes indicated during training and whenever necessary. We will try to 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

Once again Club would love to be able to fix fee prices until September 2025. This depends on staffing (including the increase in the National Living/Minimum Wage in April 2025), rent, food, resources costs and possible employer National Insurance contribution increases. Hopefully Club will maintain attendance numbers and continue to apply for and receive grant funding. We will continue to do all we can to keep the Club 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.



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 are 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. Access to our outdoor space gives the children a sense of freedom and encourages their imagination while offering opportunities to build their confidence and self-esteem.

Snack time is the perfect opportunity for children to practice and improve their communication skills, use their Welsh and Makaton, 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.

Our 'Helpwr Heddiw' encourages independence, sense of achievement and self-worth and includes helping out with 'mat chat' and clearing up at the end of the session. The children are always eager to be 'Helpwr Heddiw' and particularly love sweeping the floor! A happy thoughts jar is left for the children to use independently which can then be read out at the end of snack time.

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. Children are encouraged to contribute to discussions and get involved in Club discussions. The children's input makes them feel included and respected. Children help to develop new ground rules, buddy up with new and younger children, be Club representatives in children's meetings and put forward new ideas.

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 achieved the Bronze Award during the year.

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; the staff continue to offer encouragement and a consistent routine which allows them freedom to express their emotions. Staff support free play and have an understanding of the principles of play.

During the year we have introduced a 'Worry Monster' who swallows children's issues and concerns. These are then acted on if necessary and discussed with the parents if appropriate.

After a few years of uncertainty with the effects of the pandemic impacting on the staff morale we are moving into more settled times with good attendance figures 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 we believe a happy team is a strong team. We support staff's well-being and mental health by offering social evenings outside work, birthday meals, birthday cake, Christmas party nights, well-being courses, satisfaction questionnaires, childcare discount and an open-door policy for informal chats. During holiday Club staff benefit from a four-day week which allows for a good work life balance.

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.
- Introduce new Makaton signs that reflect everyday activities, events and celebrations.
- Develop the children's interest in the sensory area (weather permitting).
- Observe and monitor children and staff's mental health and wellbeing.
- Continue to offer staff support and training.

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 and staff'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, online or face to face. Staff have now completed the new Safeguarding training and have access to Noodle Now an online training provider with a large range of courses.

A parent pack is given or emailed 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 via the Google Drive.

All staff promote positive behaviour by being good role models, challenging unacceptable behaviour, being consistent and fair in their approach and setting realistic boundaries.

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
- 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
- Continue to support staff to complete Noodle Now and Bright HR training.
- Update our Policies & Procedures in line with Clybiau Plant Cymru Kids Club 'Stepping Out' publication.
- Keep updated with all legal requirements through Croner/Bright HR.
- Work with Croner/Bright HR to deliver new Statements of Employment and Staff Handbook.
- 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 Playgroup) continually feedback any maintenance or cleaning issues. This year the building has been painted throughout giving it a lovely fresh feel. 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 regularly 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. The Health & Safety Executive poster is displayed in the office clearly visible to all.

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. As stated in our

priorities for improvement last year we have now completed work on the wall beside the sheds and patio and laid artificial turf in the sensory garden replacing the slippery stones. We have use of the school's adventure play area and field in holiday time to encourage physical play & co-ordination.

The main room is the heart of the Club with all major activities taking place here. Children come together to enjoy daily snack time, take part in craft activities, get creative with free play and participate in games sessions.

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. The junior zone is a dedicated area for up to eight older children to relax, play and read, away from the hustle and bustle of the main room. 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 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

- Look for funding to replace the kitchen units
- Work with the children to create large display boards.
- Replace our outside notice board to show Club information, highlight the children's creative work and display photos

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. Among many other things they monitor and check bank statements, day to day accounts, prepare cash flows for the following year and complete Quality Reports and SSAS forms. 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.

As human resources legislation has become so complex in recent years, the Committee have now taken the decision to use an outside agency (Croner) to ensure we meet and keep up to date with all current guidelines. Club have worked alongside them to develop and issue new staff contracts and a comprehensive handbook. Croner also give us access to Bright HR, an online portal that can be accessed by both management and staff which offers staff training courses and the Bright Exchange marketplace. Another benefit is an Assistance programme from Health Assured offering a confidential well-being and mental health support for all.

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 attendance, staff contracted hours and 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/Risk Assessment, Fire Safety/Manual Handling, Food Hygiene and Paediatric First Aid. It is expected that staff give some feedback and any 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 and Bright HR The new Safeguarding training has been completed by all members of the team and all staff are encouraged 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.

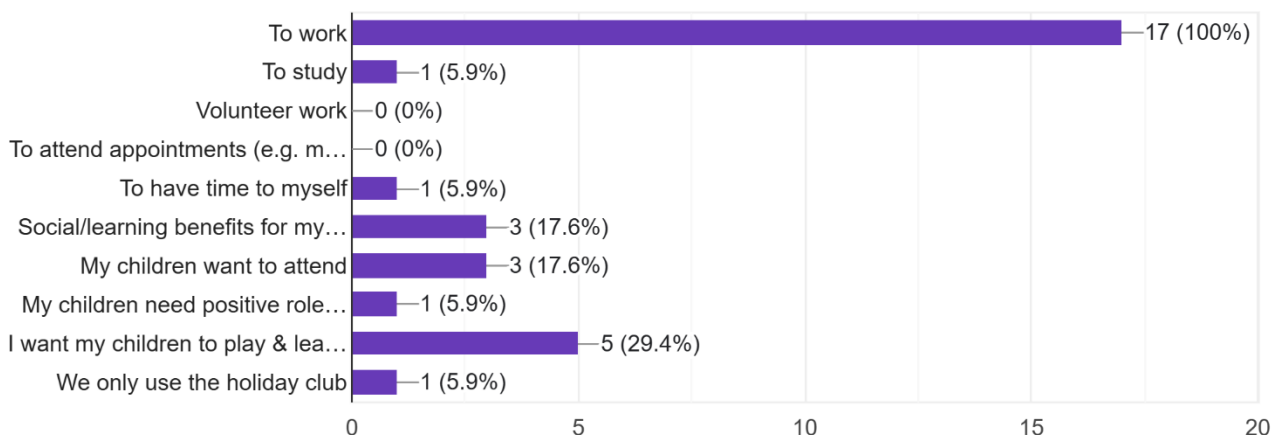
Priorities for improvement

- Keep encouraging staff to take responsibility for their own development.
- To attend training provided by Early years, Kids Club and online using Bright HR and Noodlenow.
- Continue to build a good working relationship with Croner updating, improving and introducing new policies and procedures.
- Provide in-house training and offer alternative opportunities for staff development if possible.

Parent Questionnaire Responses

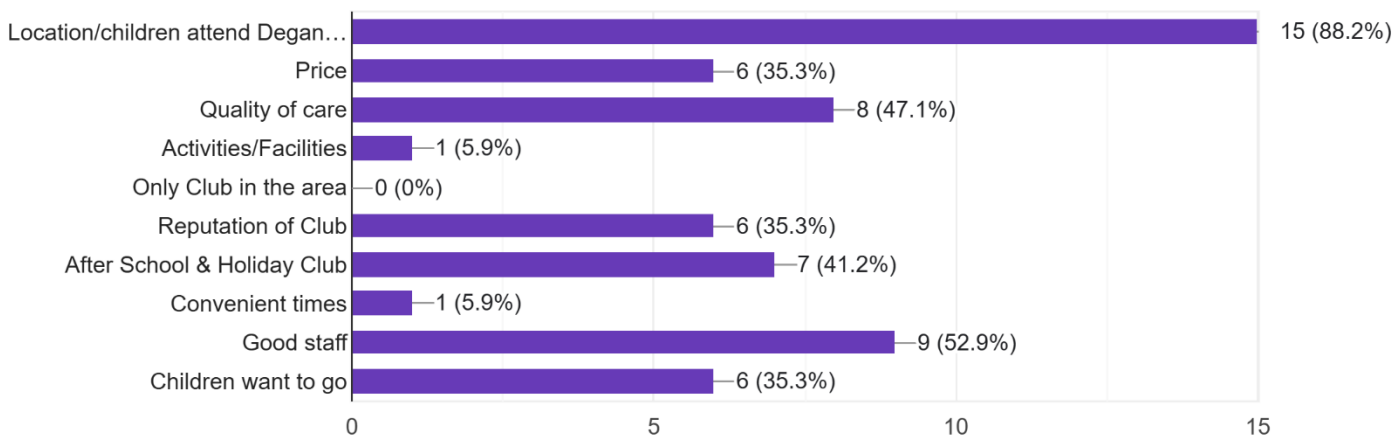
Why do you use the Club? (please tick all that apply)

17 responses



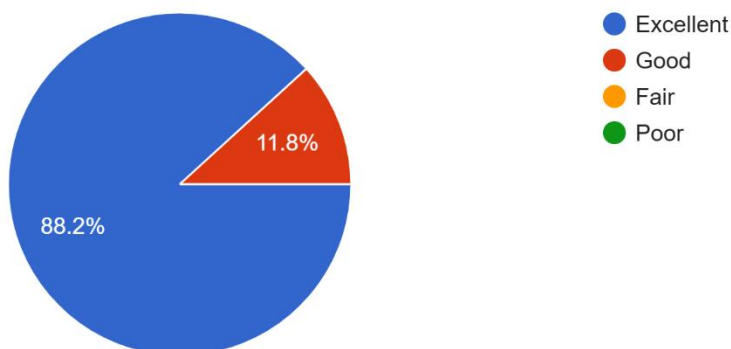
Why did you choose this particular Out of School Club (please tick all that apply)

17 responses



How would you rate our service –

17 responses



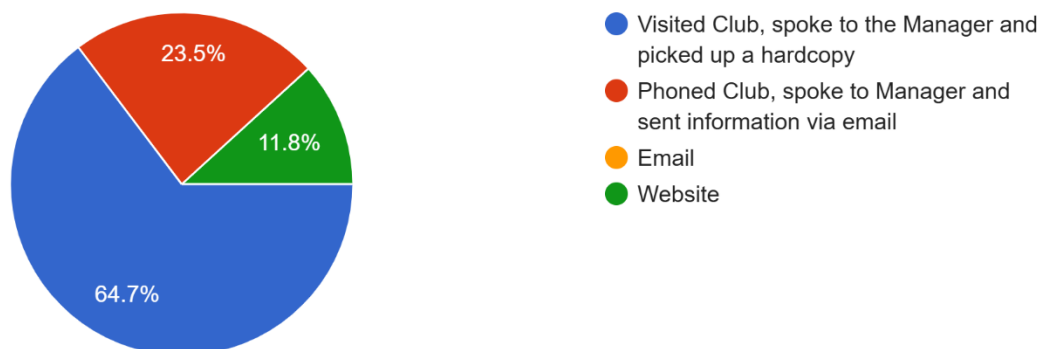
Why did you give the rating in the question above? 15 responses (as written by the parents)

- Because the staff are brilliant and my child always leaves happy.
- Kids are happy to go and come home happy.
- My children always come home really happy and excited about the interaction with staff and activities during the day. We always find staff very nice and the environment is very clean.
- Always helpful and get back to us and genuinely care about our child
- All staff are extremely professional and my girls have always enjoyed attending.
- Child generally happy but does feel there could be more for older children ???
- My son has attended for 4 years now and enjoys his time there. There is excellent communication and the staff are fantastic.
- Staff are brilliant, safest environment I have ever seen. Communication in 5*, kept up to date with anything via email or text.
- My child enjoys after school club. The staff are really friendly. The management are excellent, always available when needed and communicate information regularly. Range of activities are good for all ages, and snacks are healthy and nutritious. The setting is clean, tidy and organised.
- I have been happy with the service provided.
- Children very happy there
- Children are always happy when we collect. Older child sometimes struggles for similar age children to play with/activities suitable for age.
- the child is very happy to attend the after school club and that makes us the parents happy too
- I think it's a great service. Most staff are friendly and approachable. Janet seems to be a good manager and the activities etc seem appropriate. My kids are happy there. The only think that I would change is the quality of snacks.
- The staff are always kind and helpful.

Quality of Care & Support

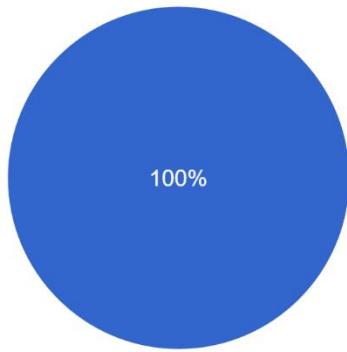
How did you receive information about the Club (parent pack, registration form) before your child first attended.

17 responses



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

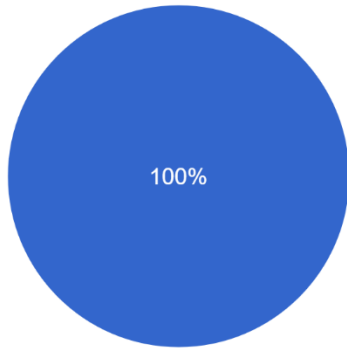
17 responses



● Yes
● NO

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

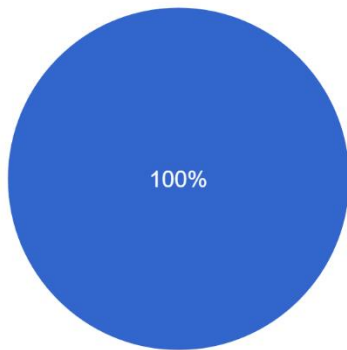
17 responses



● Yes
● No

I feel happy approaching staff for help and support.

17 responses

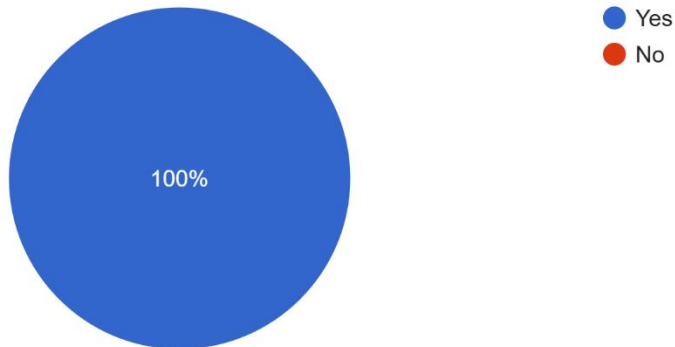


● Yes
● No

Quality of Environment

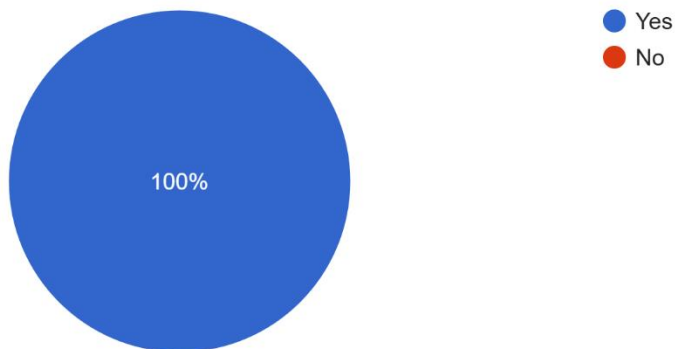
The Club building is a safe and secure environment for my child.

17 responses



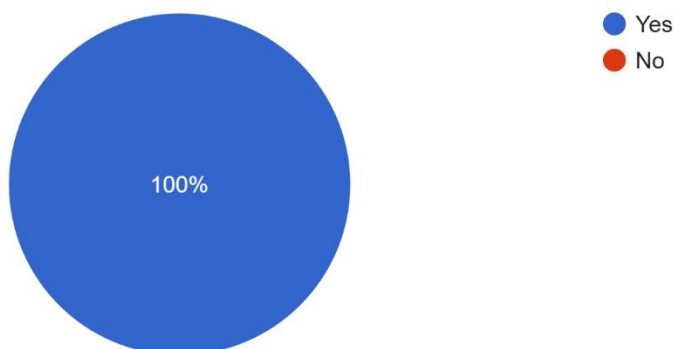
The Club's outdoor play areas are safe, secure and well maintained.

17 responses



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

17 responses



Any comments - 5 responses

Good mixture for all types of children and interests

All outstanding

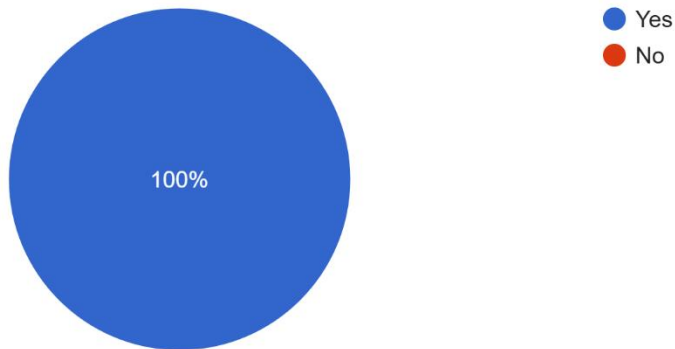
The facility and organisation is excellent

I have never been inside, but these are my remarks from the pictures
From what I can see. I haven't seen the outdoor area for some time.

Quality of Staffing

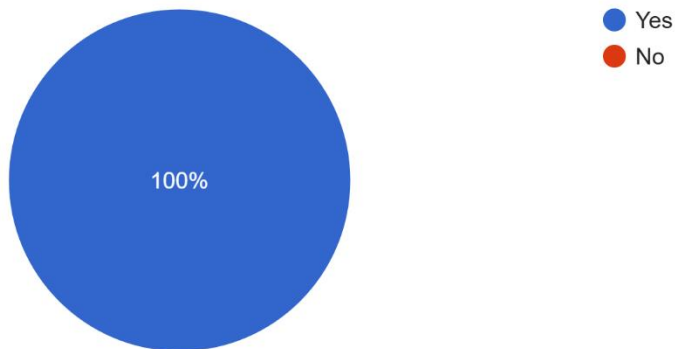
My child appears happy and confident with staff.

17 responses



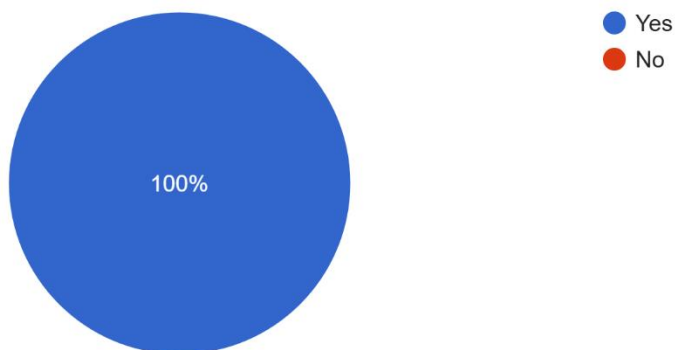
The staff treat my child fairly and with respect.

17 responses



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

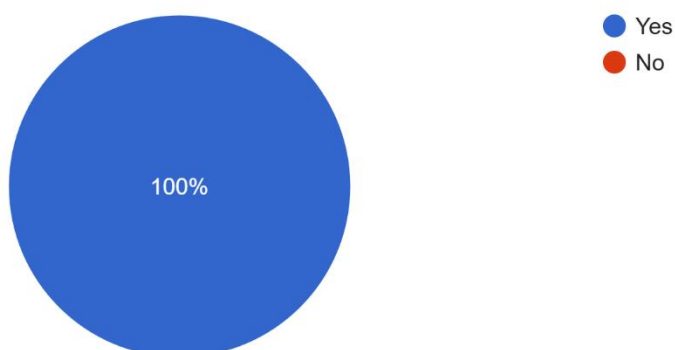
17 responses



Quality of Management & Leadership

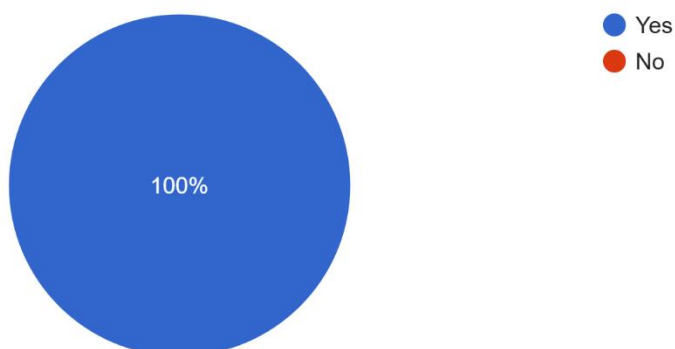
The Club Manager / Assistant Manager are approachable and helpful.

17 responses



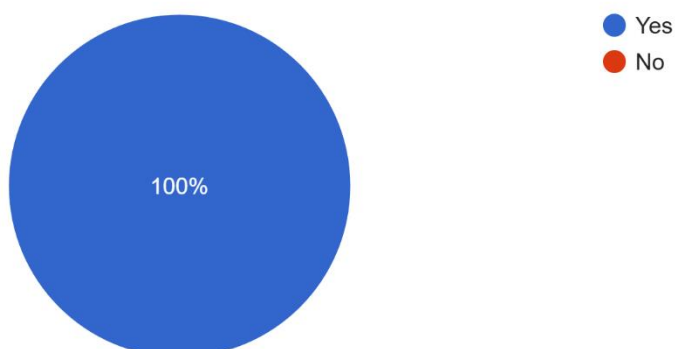
I feel the Manager / Assistant Manager listen to my concerns.

17 responses



The Club is well organised and run efficiently.

17 responses



Comments

What do you / your child like about Club? - 14 responses

The range of activities and especially makaton signs the staff do

The staff, the other children, lots of activities, range of choice in activities, kind staff (all from the kids)

Staff are friendly, my children are always happy and excited about the day they have had and the interaction they have had with staff members.

Familiar and attached to school, my child likes going there, his friends from school are also there

The personal approach of the staff. Always caring and helpful

Sees friends there

Friendly fun atmosphere

Completing crafts, playing with others and making new friends.

Friendly staff, variety of activities

I like that my son can play with friends after school in a safe and friendly environment.

Crafts, snack

Proximity to school. Provision of varied snacks.

The staff are great

The location, and the communication between the staff and parents.

What do we do well & how could we improve? - 13 responses

More funding is all the team need

Kids can't think of anything :)

I'm not sure you can improve, it's pretty good to be honest. The members of the play staff are enthusiastic and get the best out of the kids. I have never picked my children up not coming out smiling and dying to tell me what they have been doing that particular day.

Have club on a Friday during half terms

You cater to my daughters medical issues with kindness and support.

Do well at engaging all age groups in a single setting.

No improvements needed.

The service is excellent. I have no improvements to offer

Communication is great, we appreciate the little chats at the door when picking up our son. One thing I thought I would mention is that the only complaint we hear from our son is about 'mat chat'. As far as I can understand it's an opportunity for the kids to go over rules and totally necessary, but he grumbles about how long it takes. Otherwise happy chappy.

For older children (year 5&6) the age of the other children and activities can sometimes be a bit young.

Would be good to have more activities for older children.

Snacks are great (the child has tried new tastes).

Quality of snacks,

I like all the activities, they're varied, fun and educational. Maybe more cooking based activities would be good.

Staff Questionnaire responses

What do you think are the benefits of working at Club? Please give 2 examples - 8 responses

A lovely environment with a great team and good support from the management

Caring and considerate management and committee. Great working environment and relations.

1- Good work environment . 2- we work well as a team .

Nice job in a nice environment.

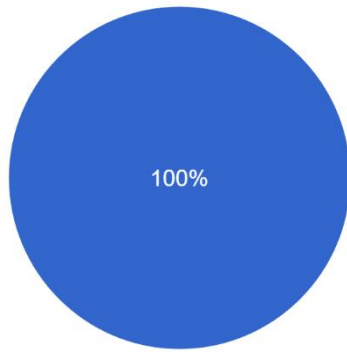
Lovely environment, supportive management team, free refreshments, good staff relations, you learn so much without realising in the moment you build so many relationships with staff, children and even parents

Two benefits of working at club are experience gained and exercise of training received.

Having a great work/life balance. Having great colleagues.

I have a good understanding of my role and responsibilities

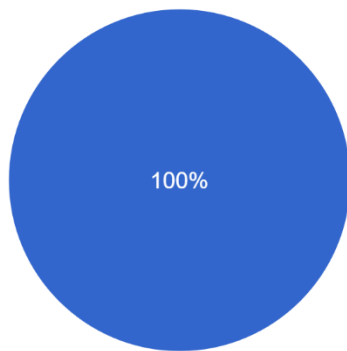
8 responses



● Yes
● No

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

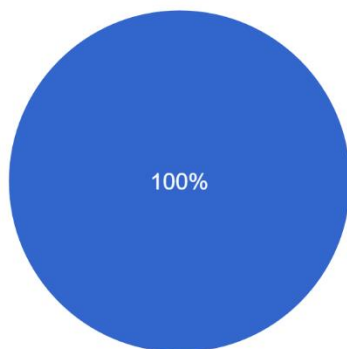
8 responses



● Yes
● No

I am given the opportunity to contribute to the Clubs improvement

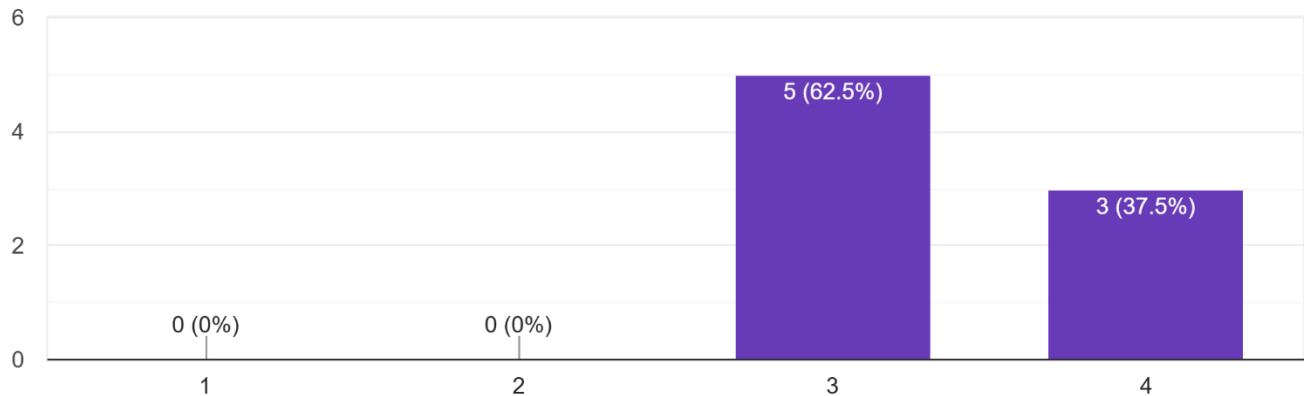
8 responses



● Yes
● No

How do you rate the staff team? (1 is poor & 4 is excellent)

8 responses

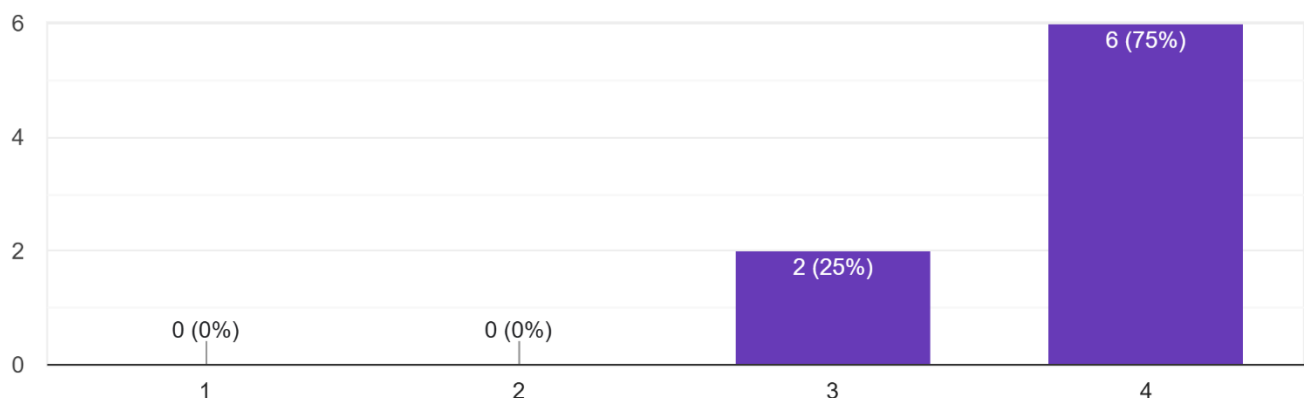


Why did you give the rating above? - 8 responses

Everyone works hard to make the Club a safe, secure and above all fun place for the children. Where possible all staff help cover illness, holiday and offer support to other inexperienced or new staff. Because I know the majority of the team go above and beyond their job roles. We work well together. It would have been a 4, but I believe there is a member of the team who just doesn't fit with the rest. Staff step up when needed, caring team. all staff work together well and help each other out when needed. I feel all staff members continuously fulfil their duties. I would love to put a 4 as I think we mainly work really well together, but there is definitely room for improvement in some areas. Especially with one member of staff.

How do you rate the Management team? (1 is poor & 4 is excellent)

8 responses



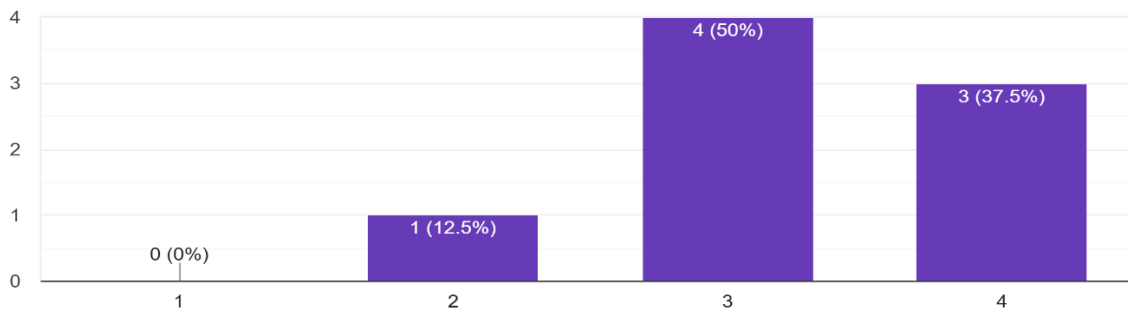
Why did you give the rating above? 8 responses

Constantly working hard to make the whole experience good for children, parents and staff. Stay on top of changes to policy and procedure, undertake all training available, produce rotas regularly and in good time, run payroll monthly - accurately and promptly, do regular supervisions/appraisals, keep a tight budget, and provide cover for any illness and holiday if necessary.

As stated above the management are caring and considerate, understanding and respect the staff members
 Have good approach to team and work well as management X
 There's always room for improvement!
 Approachable, caring, value the staff and work extremely hard to make the setting a lovely place to work
 management is always amazing. always there to answer any questions and to help when needed
 I feel all the management team are driven and focused.

How do you rate the external training you have received? (1 is poor & 4 is excellent)

8 responses

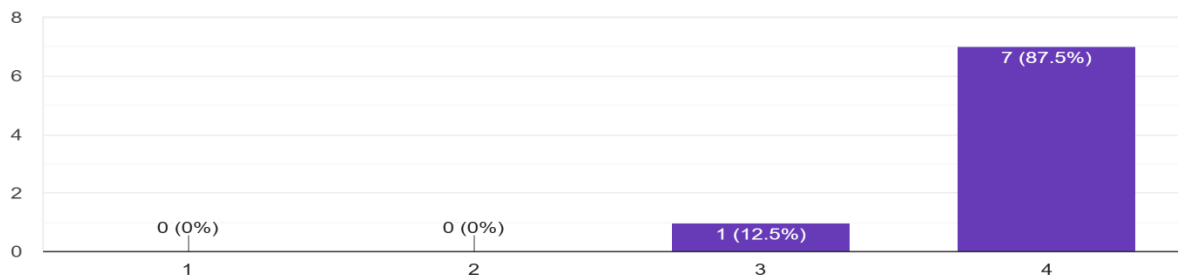


Why did you give the rating above? 8 responses

Not always the best, often too keen to get finished early
 Most of the training is very good but the odd course is sometimes repetitive and non relevant.
 Some courses very poor delivery mostly mandatory ones
 Because the external training I have received lately has been of a particularly high quality and I've thoroughly enjoyed them.
 Most training is good but some can be a bit repetitive and rushed
 you learn a lot from training
 The external training I am receiving is comprehensive and thorough.
 Great. Have done numerous courses, some imperative, some for personal interest, and have mostly found them all very informative and helpful.

How do you rate your working environment? (1 is poor & 4 is excellent)

8 responses



Why did you give the rating above? 8 responses

Kept clean, secure and safe. Any issues are generally sorted quickly
 Club is a clean and light environment that is maintained well with a friendly atmosphere.
 The building is excellent for purpose as in school grounds
 It's disabled friendly!

Clean, safe and much improved outside area
it is a very nice environment to work in, not too big and not too small
I feel our working environment is very organised and structured.
I love working at club. We all get on really well.

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

Lovely place to work with a good team. Relief staff needed but difficult to recruit for short and unreliable hours. Playwork is becoming bogged down in so much red tape that fewer people are wanting to join the profession

Areas of improvement are some general wear and tear of the building and interior. Club has applied for funding to oversee this. Club is run well with great management and team members. We are at full capacity which is a show in itself.

Things that are done well, are team meetings, they are so on point and really well organised, I can put my points across and they are taken onboard without negative comment or judgement which is nice. Things I think need improving are, that we should have an AED device, either as a club asset or bought by DPLA for the building. Especially with the uncertain guarantee of being able to get an ambulance in less than a few hours. It could make the difference between a child or adult having a successful outcome or not during a medical emergency.

Staff make it a lovely place to work. Great management team, always looking out for you.

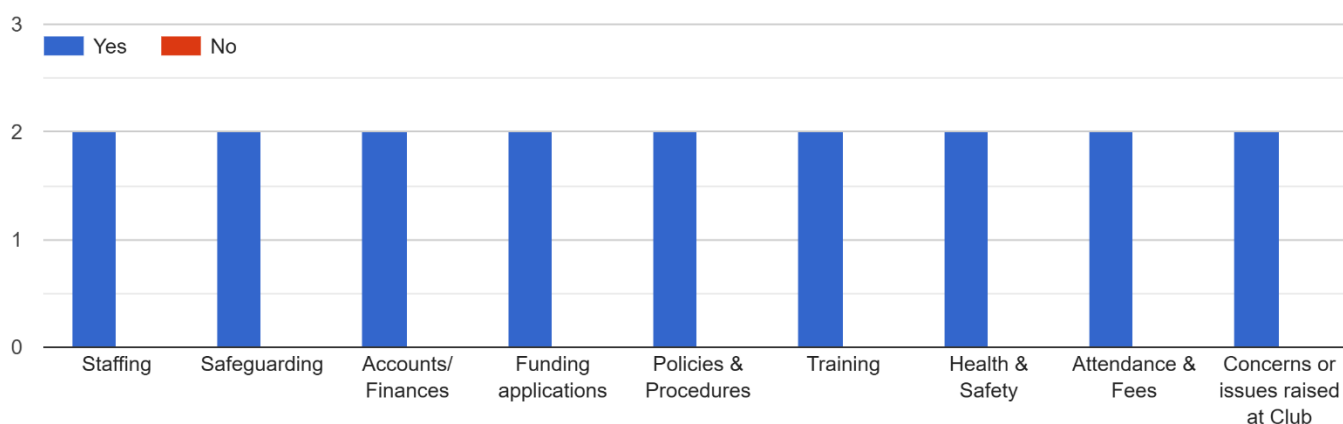
Committee Questionnaire Responses

In your opinion how do you think DOSC is doing? 2 responses

Excellent, my daughter who is very shy, loves her time in club. The staff have done a wonderful job.

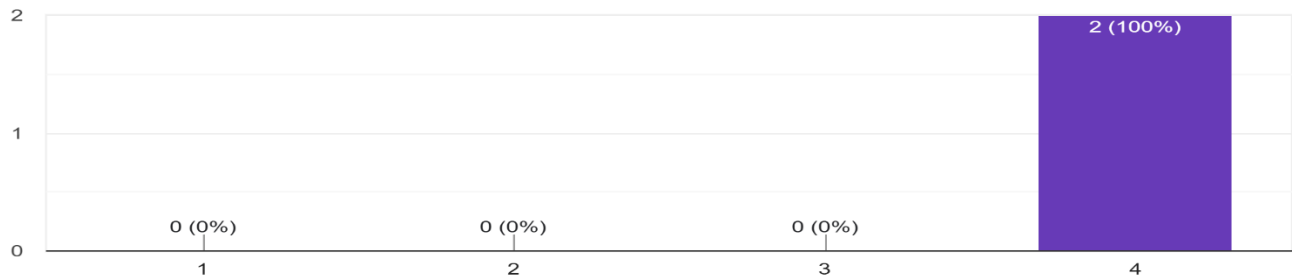
I feel club provides excellent care for the children and works well with both parents & staff to maintain good communications in all departments.

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



How do you rate the staff team? (1 is poor & 4 is excellent)

2 responses



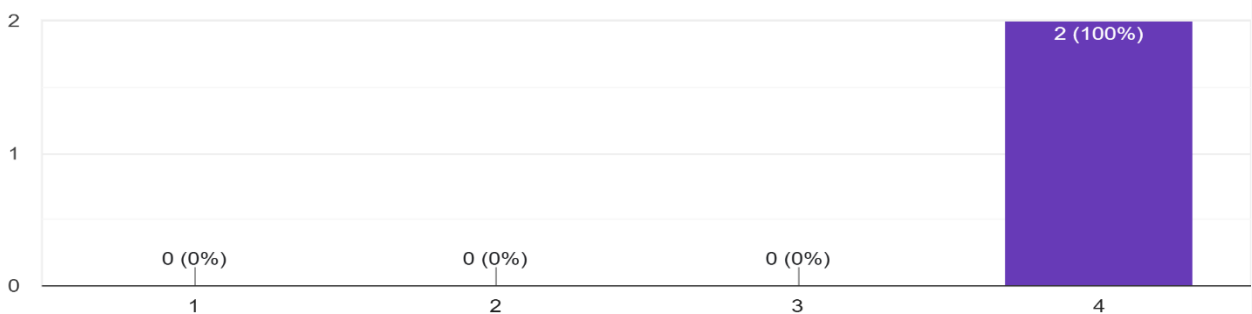
Why did you give the rating above? 2 responses

It is based on how much my daughter tells me she enjoys club, the communication from club and interactions with the staff. All have been really positive.

I feel overall the majority of the staff work well as a team providing excellent care for the children. A bit more training/learning is required by perhaps one newer member to develop their skills more efficiently

How do you rate the Management team? (1 is poor & 4 is excellent)

2 responses



Why did you give the rating above? 2 responses

All interactions have been excellent.

The manager and assistant manager go above and beyond their duties in running the club, supporting staff and ensuring all children are treated appropriately.

Are you happy with the regularity and duration of our Committee meetings? 2 responses

Yes

Yes

Any other comments; areas for improvement, things we do well or any concerns -2 responses

None.

There is a good support network within the club, and staff work well together and this in turn is reflected by the children wanting to attend club. Perhaps ice breaker activities outside of the working day, at the start of a new team member joining club, may help new members settle in and in turn encourage them to seek & accept support from others during their new job role. The manager & assistant manager are a massive asset to the day to day running of the club and no matter what challenges are thrown at them they continue to act in a professional and efficient manner to ensure that the challenges are addressed, and club continues to run smoothly. Well done to everyone for their time and continued effort

Children Questionnaire responses

28 questionnaires were completed

1. I like the staff:



27



1



0

2. I like the toys and crafts:



26



2



0

3. I like the food and drink:



26



2



0

4. What is your favourite thing about the Club? Why?

Playing with my friends

outside play

snack

Dolls

I like craft

junior zone

Den building

games

chatting to friends

5. Is there anything we could do better at the Club? What?

Superhero figures

football field

More dolls

more craft

6. Tell us your ideas for the Club.

Trips

More outside play

More lego

Chips and pizza

Nothing