

Deganwy Out of School Club Limited

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

Quality Review Report Sept 2019 - Aug 2020

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

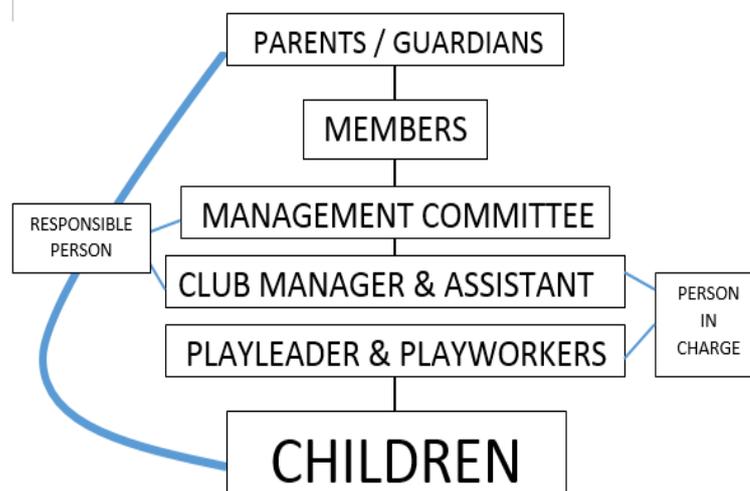
- To promote the benefits of the inhabitants of Deganwy and the surrounding area by providing facilities or assisting in the provision of facilities for the daily care, recreation and education of children during out of school hours and school holidays.
- To advance the education and training of persons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



Club Governance

Parents are invited to become members of the Club, allowing them to vote at general meetings and be elected onto 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.

During 2019-2020 the Management Committee comprised of:

Chair – Caroline Filbee

Vice Chair – Leah Victoria

Treasurer – Angela Bowen

Committee Members - Simone Baldwin, Carole Stanley & Laura Seymour

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

From March 25th, 2020 until July 27th 2020 the Club was forced to closed due to National Lockdown and lack of demand. Staff were put on the Government Furlough Scheme to ensure they received some income and to keep the Club sustainable. The Manager and Company Secretary were part furloughed to ensure paperwork, wages/furlough and current legislation and demand were monitored to enable us to re-open on 27th July for holiday club. It was necessary to put in place new procedures to keep everyone safe, this included Risk Assessment, signage, cleaning schedules, extra hand washing/sanitizing facilities and reduced hours for holiday club.

***Staff** – All staff were issued with letters confirming their furlough. Regular contact was kept through e-mails, messaging, telephone calls and zoom chats. Before we re-opened staff were inducted in the new procedures. Daily screening questionnaires were completed on arrival. Staff kept to the 2-metre distance rule as much as was possible with regular hand washing/sanitizing. A new cleaning schedule was introduced.

***Children** – During the summer holidays children were kept in bubbles of six with families staying together. Screening questionnaires were completed before children entered the Club. Parents provided morning snack and lunch. Outside play was offered as much as possible. Children were asked to try to stay 2 metres away from staff if possible, with regular hand washing/sanitizing. Opening times were reduced and staffing in line with children’s bubbles.

***Parents** – 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. Markers were set up on the ramp for 2 metre social distancing and only one parent at a time on the path. No cash or cheques were accepted only bank transfers and digital vouchers.

Pre Covid

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 and Play workers. 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. This year we started a children's committee where three children were given the opportunity to put forward suggestions from their peers that would help improve club facilities from their point of view. It was very successful, something they enjoyed doing and gave them the chance to influence toys purchased, workshops, trips and snack menus. This was put on hold due to covid-19 but we intend to restart this as soon as we can. Children are however always welcome to suggest new ideas for menus, toys and equipment. Where possible these are acted upon.

Annual General Meeting

The postponed Annual General Meeting was held this year on the 30th September 2020 at the Deganwy Play and Learning Centre due to the covid-19 situation and was attended by staff and committee in person and by zoom. The Annual Report for 2018-2019 was presented at this meeting.

Achievements and Action Plan Outcomes from 2019/2020

Admin

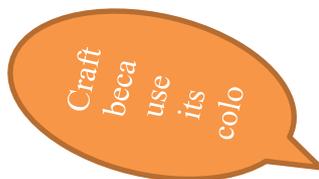
The staff Handbook has been updated throughout the year. A Handbook is given to each member of staff and one is also kept on the Managers desk. Our child registration database is updated each year. Training for the Assistant Manager and Company Secretary has continued throughout the year. The 30hr childcare funding for 3-4 year olds continues and helps club remain sustainable. Our Payroll has become more streamlined and environmentally friendly with wage slips and timesheets being sent electronically. As part of our CIW (Care Inspectorate of Wales) requirements we completed a SASS (Self Assessment of Service Statement) in January 2020. A SASS workshop was attended by Nicky and Janet prior to completing this.

Any proposed changes to policies are reviewed by Committee and staff. *(As per Action plan 2019/2020)*. In the last year we reviewed and updated the following Policies –

- * Reserve/Contingency Policy
- * Anti Bullying Policy
- * Behaviour Policy
- * Child Induction Policy
- * Conflict of Interest Policy
- * Risk Assessment Policy
- * Risk Assessment – Covid amendments
- * Welsh Language Policy

Updated information sheets and new forms-

- * Statement of Purpose
- * Parent Pack
- * Staff Contracts
- * Registration/Contract forms
- * Operational Plan
- * Staff & children screening questionnaires
- * Cleaning schedule – covid
- * Attendance sheets



Training - the following courses were attended –

Name of Course	Number of staff attended
Diploma Level 3 in Playwork – completed	1
Diploma Level 2 in Playwork – completed	1
Diploma Level 3 in Playwork – in progress	1
Safeguarding	3
Paediatric First Aid	4
Same stripes different ways	4
Challenging Play	4
Space workshop	2
Welsh - intermediate	1
Welsh 10 week beginners	10
Fire safety/Manual handling	5
30hr funding workshop	2
Food hygiene	4
Risk Assessment and covid	1
Makaton	3
Prevent e-learning certificate	2

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. *(As per Action plan 2019/2020).*

Building/Environment improvements

The willow structure has been severely cut back and tidied. The grass area was levelled and re-seeded during the time the building was closed due to covid-19.

Attendance

During 2019-2020 until March 23rd 2020, attendance was 87% of full capacity at After School Club. The October and February half term holiday clubs were very good and for the summer holidays, we only opened Tuesday to Thursday with restricted numbers. These weeks were 99% of full capacity. – not enough to keep us sustainable in normal circumstances.

Between September 2019 and 24th March 2020, we had been very busy in both After School and Holiday Clubs. Covid-19 restrictions have severely reduced the number of children requiring childcare and when we were able to open it was with reduced days and hours for summer holiday club.

Fundraising

The Club raised £62.00. This was from our Christmas Chocolate box. We had plans all set for an Easter bingo but unfortunately had to cancel this due to covid-19.

Grants & Donations

Donations were £384.63 of which £220.00 was from the Webber family during covid-19 to help out the club.

Trips/Workshops

We had a reptile workshop in October half term and other workshops and trips planned for the rest of the year but due to covid-19 all were cancelled. (action plan 2019-2020).

Equipment

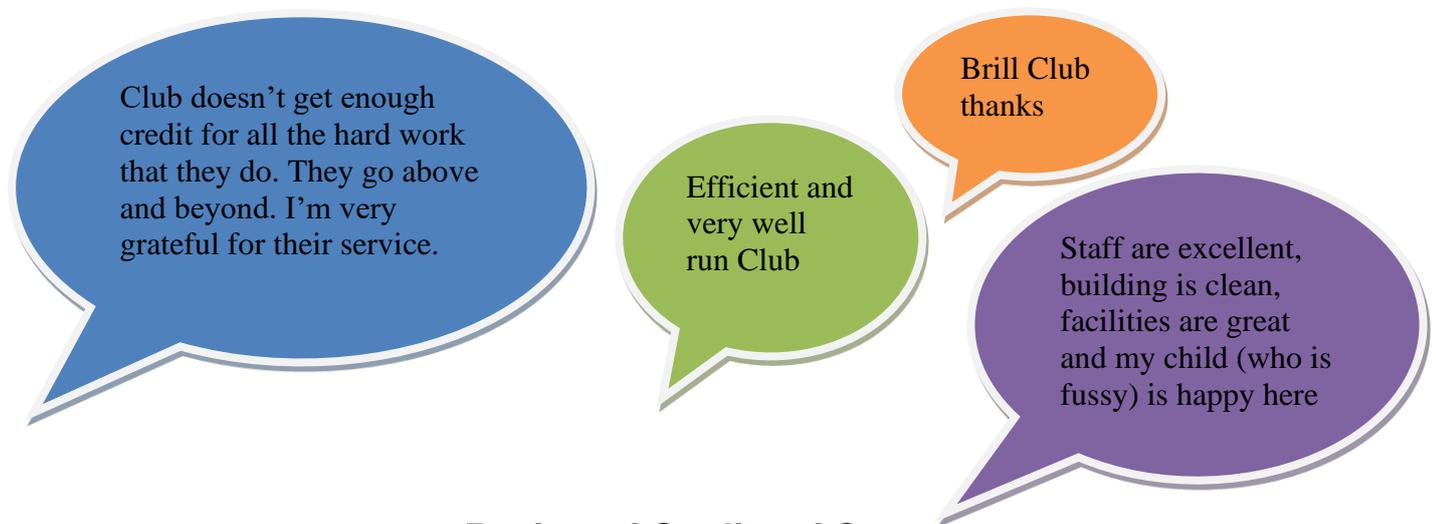
In accordance with our action plan 2019/2020 we have acted on children's suggestions for new toys and older toys for the junior zone. We also purchased a Hobbit House for our sensory garden. A new laptop, printer and shredder was also purchased.

Website & Facebook

This year the Club 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 Menu

We updated three new menus for After School Club and two separate menus for the Holiday Club, which incorporated suggestions from the children, parents and staff. *(As per Action plan 2019/2020)*



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. A children's committee was set up so the children have a voice.

Discussion Sessions

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

Children's & Parent Questionnaires

Questionnaires usually go out in May but due to covid-19 and the club being closed this did not happen this year.

Parent/Carer Newsletter

The Club produced parent newsletters in the Autumn and Winter 2019. The newsletter details any changes and developments at the Club, forthcoming holidays and outings attended. The Club also has a notice board for parents to read regarding any changes.

Staff

Staff meetings were held every month until March 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. During club closure we met virtually in a more informal way to keep in touch. 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 were held regularly where the manager, club secretary and committee members discuss matters concerning the running of the Club, staff issues, finance and funding. After March the committee met virtually to discuss any pressing matters and the ongoing covid situation.

Annual General Meeting

The AGM was postponed until September 2020.



Action plans for 2020/2021

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.

Toys and Equipment

Large outside toys will be purchased with the help of funding.

Snack

Children will help update menus for After School Club and Holiday Club. It would be lovely to return to our usual snack routine when guidance allows – help setting up, sharing, serve spreads, yogurts etc, help clear up

Workshops

Workshops will continue if covid restrictions allow.

Staff

We will continue to encourage staff to attend training. All staff will be offered the opportunity to extend their skills and knowledge by online training. The Welsh language will be used in our daily routine at Club.

Questionnaires

An online questionnaire is being prepared for parents.

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. We will try to complete the Quality Report in July each year to tie in with our financial year and update our income/expenditure spreadsheet. We will trial online data collection software to produce questionnaires and booking forms.

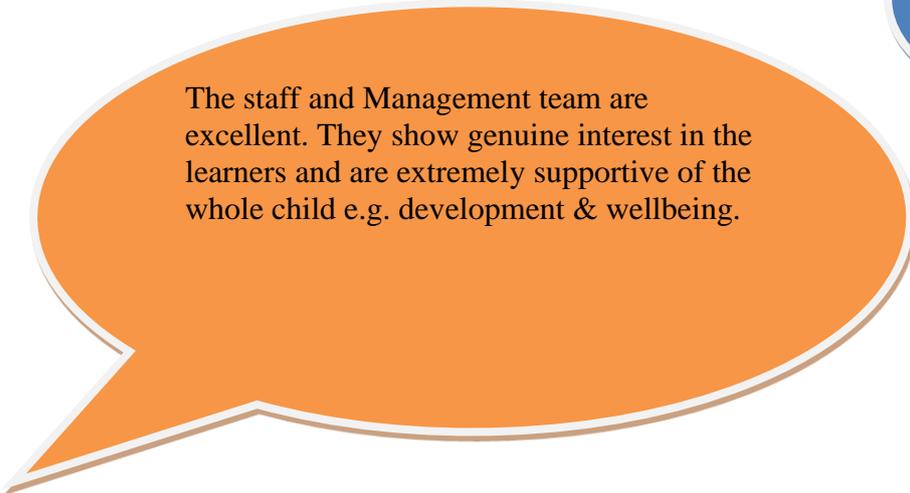
General

In September 2020 there was a planned fee increase which came into force in October half term for Holiday Club and November for After School Club. A planned pay rise was put on hold due to the current financial situation with covid-19.

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.



The staff and Management team are excellent. They show genuine interest in the learners and are extremely supportive of the whole child e.g. development & wellbeing.



Thank you for your excellent service



Open Junior zone more

Well-being - Good, our practice is strong

Service Evaluation

Deganwy Out of School Club 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, workshops and trips, 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, games, trips and workshops 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 are currently on hold due to covid-19).

The outside space including our new sensory garden 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.

During snack time children are encouraged to try new foods, share, help each other, practice their Welsh and use good manners.

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.

Priorities for improvement

Under the current covid-19 regulations we are striving to provide as normal an environment for the children and staff as possible. We are restricted by reduced numbers, smaller groups and lack of demand (parents have been made redundant, are on furlough or using family for childcare).

However, we will

- Continue to act on feedback from the children and will work alongside the new 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's mental health and wellbeing in light of the current situation

Improvements in all the above will be measured by observing, further questionnaires, children's meetings, informal discussions and feedback in staff meetings.

Care and Development – Good, our practice is strong

Service Evaluation

At Club we ensure that everyone fully understands their roles and responsibilities and implements policies and procedures; all staff receive a staff handbook, induction and ongoing training. Our induction covers Safeguarding, Confidentiality, Risk Assessments, Equal Opportunities, Arrival & Collection, Health & Safety, current covid-19 guidelines and the general running of the Club. All of this makes sure we provide a safe and secure environment where children can develop a sense of belonging, talk freely and build good relationships, a place where a child's best interest is priority.

Policies and Procedures are updated as required and in line any changes in regulation. If any changes are made, they are agreed by the Committee, disseminated to the staff 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 when 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 or in the policy folder by the daily attendance sheets. (Currently as no adults are allowed to enter the building these can be requested 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 promote positive behaviour is our 'pasta reward scheme'. 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. (Although at present time is limited due to covid restrictions but parents are more than welcome to phone, e-mail or text with any concerns).

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.

A delayed annual questionnaire for parents and children will be produced shortly and this will help us develop anything that needs improvement. Quarterly newsletters started again in November 2020 to keep parents informed and are now sent by e-mail. 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 Manager will ensure we give the child the best support available.

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. A cleaning schedule is completed throughout the session, this was introduced following national covid guidelines. This covers both inside and outside areas including checking for poisonous plants.

Our public liability insurance certificate, registration certificate and fire evacuation plans are displayed on our notice board in the reception area.

As part of our ongoing training programme staff attend Health & Safety/Risk Assessment and Fire Safety/Manual handling courses. 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 area which comprises of a paved patio sited under a veranda, sensory garden, multi-purpose pitch and open space for free play and exploring, willow den 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 as a junior zone for the older children where they have their own space and age appropriate toys. (At present this is being used for PPE, staff belongings and extra storage). 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 for use by the children attending and a separate toilet for use by the staff.

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 and via our Face Book page.

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. (At present these are wiped down daily or quarantined for 72hrs).

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.

The outside area has already had considerable work done and we secured funding to decorate throughout, replace the toilet floors and the sink in the main room.

Priorities for improvement

- Improving the grass area to be more child friendly
- play equipment – inside and out
- weatherproofing under the veranda to provide more usable space
- move storage sheds

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 when 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 at future sessions. 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.

Copies of our current Statement of Purpose, Inspection Report, Public Liability Insurance, Quality Report & Operational Plan (which comply with the National Minimum Standards) are on display on our notice boards in the reception area.

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.

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 for trips and workshops, 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.

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.

Feedback, concerns and complaints are dealt with sensitively, diplomatically and in a timely manner initially by the Manager and if necessary, 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 has improved over the year especially whilst operating in such unusual circumstances.

Priorities for improvement

- We would like better communication with the Playgroup which would allow smoother running of both clubs and enable us to make joint funding applications.
- Keep encouraging staff to take responsibility for their own development and attend training.

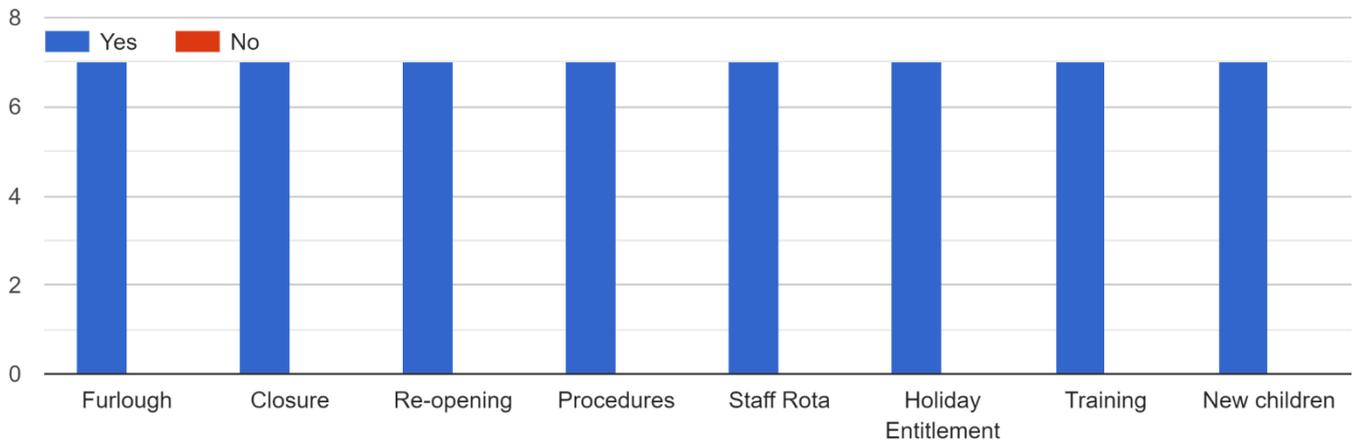
Give some examples of how DOSC has supported your well-being during the Covid pandemic and returning to work

- Kept in touch throughout, zoom chats and quiz, online training , induction before re-opening, open door to chat over any issues, information on well-being course , staff meetings, support of other staff, masks/visor, sanitizer stations, distancing, staff safe zone, no visitors or parents in the building, ppe, staff and children covid questionnaires
- By having supportive management who've been at the end of the phone if and when needed at all times. Keeping all staff up to date with relevant info. Weekly chats/quiz via zoom to help with everybody's moral. Going back to work for me was fine, I was ready. I had little worries as dosc had procedures in place to keep us safe. The staff wear masks indoors and keep 2 metres apart, we also encourage the children to stay 2 metres away from the staff although that's not always possible. All parents must wear masks when collecting their children. No visitors are allowed inside the building while these restrictions are in place. Full PPE is available if needed. Extra cleaning schedules have been put into place and carried out before every session. Staff Covid questionnaires are completed before each shift also. Being able to be furloughed was a godsend throughout. Thankful and appreciate the hard work Janet and Nicky put in during this time.
- Kept in touch via online catch ups, phone calls, emails, links to training to complete on a voluntary basis, induction training to understand new guidelines, staff meetings and offered opportunities to access wellbeing courses and helpline numbers. Club initiated furlough scheme so i continued to get some income
- DOSC has supported my well-being during the pandemic and returning too work by ensuring i have felt safe throughout, maintaining a high level of hygiene and good working standards, mask wearing, the use of visors as and when i need them and the available provision of P.P.E if required.
- Staff meetings, links to well being websites, inductions back to work, supervisions, phone calls during the main lockdown and general conversations about how you are from management.
- Quiz nights very good fun X X

How has DOSC adapted the working environment due to Covid?

- One parent at a time on path, distancing at gate, covid questionnaires, small groups, hand sanitizer stations, outside play, toys that cant be cleaned quarantined,
- One way system to enter building, masks at door and reception, hand cleaning and sanitising stations, barriers to distance staff from children indoors, new rules to follow for children, temperature checks and monitoring forms for staff and children using the setting, smaller snack and lots of outdoor play so plenty of fresh air
- Splitting the playroom into 2 sides we have been able to have infants as 1 group and juniors for another, with separate toys being used. Toys that can be cleaned to be used the following day will be, otherwise they will be quarantined for 72hrs before used again. A safe zone is provided for staff in the main room
- DOSC has adapted the working environment by separating our team from another team that share the building, which has helped me greatly, also they have provided everyone with a safe zone if we need that space away from the children, whilst still being able to observe and supervise them.
- Very well always discussed and helps everyone
- Mask wearing and with working with the children, dividing the children, infants and juniors into 2 separate groups within the room, more outdoor play, cleaning and quarantining resources, furniture and toys. Restricting the levels of contact with parents. Putting in place the mandatory Covid health and safety procedures concerning the building, mask wearing, hygiene and social distancing. Communicating all the new information to staff and the children and their parents. Regular lateral flow testing. Temperature checks on children and staff.

Do you think Club has kept you informed on the following during the last year

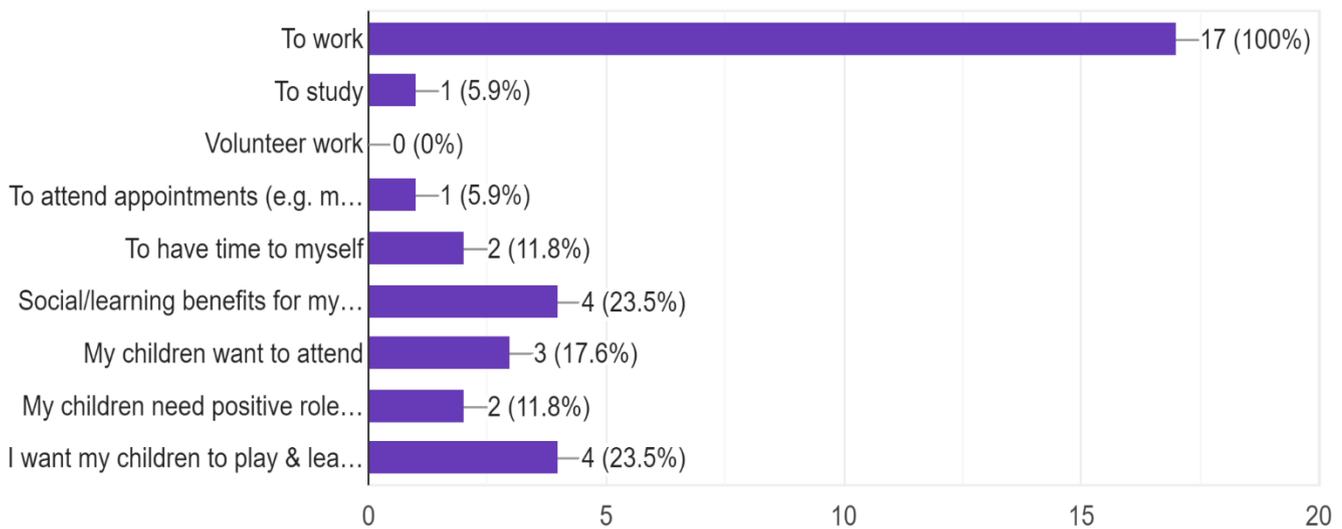


Please comment on your experience of working in Club over the last year

- A challenging year but felt safe in work. Good procedures in place. Team worked well together and offered support. Learnt a lot especially about furlough and what a good team we have.
- Working at club over the last year has proved challenging to my mental health at times, this was mainly due to being off work for two long periods and having to prepare myself for the "Return", thankfully i work with the most amazing people and at the helm the management, whom have not only listened to my concerns actively, but where appropriate acted on them too and encouraged an active open door policy for any issues i may have had or still do.
- I have felt safe working in the club over the last year and have been kept informed about any changes or new information promptly. The club has been supportive both at management level and to each other as colleagues. Overall a positive experience due to the circumstances.
- Very interesting and varied. A huge learning experience where all those involved have had my best interests at heart despite the huge pressure we are all under to make the business sustainable at such a difficult time
- Like everyone it's been a challenging year. I'm grateful to be able to still have a job. This last year has showed me what a great team we have at club and its nice to be a part of.
- When we were open a safe environment X X

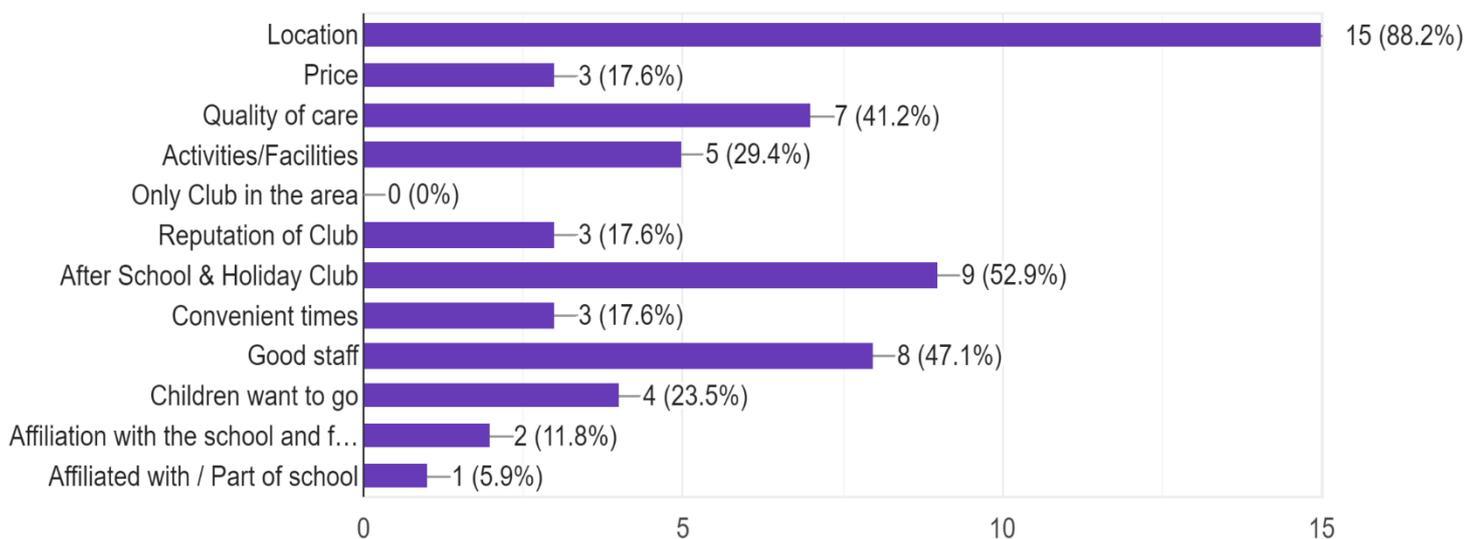
Why do you use the Club? (please tick all that apply)

17 responses



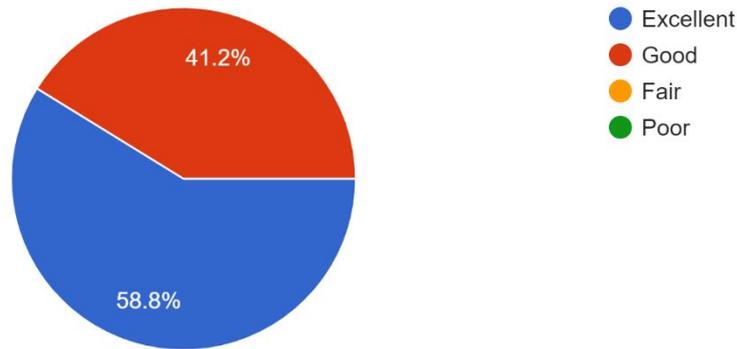
Why did you choose this particular Out of School Club (please tick all that apply)

17 responses



How would you rate our service –

17 responses

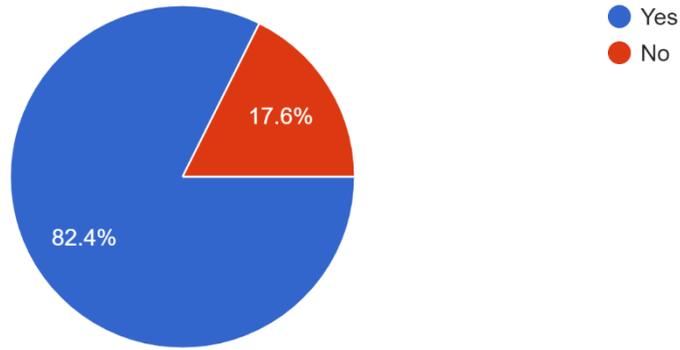


Why did you give the rating in the question above?

- All staff are professional, friendly, approachable and polite. My child loves going to the Club.
- Extremely happy with level of care and great service which has been maintained for the period my child has attended. They provide a crucial service.
- Location is great and staff friendly. Always doing activities both in and outside.
- My child seems happy to attend. I haven't been so I'm not sure exactly what the children do in club, but again, my child seems happy
- Staff are friendly
- My daughter loves it here and all the staff are fantastic at what they do. No complaints at all.
- Hugh is always happy attending after school club. The staff are friendly and welcoming and do an amazing job.
- Another fabulous year for the team. Under Janet's leadership the centre continues to deliver professional, safe and caring environment for our daughter to learn, socialise and play. Safeguarding is commendably consistent; and our daughter has fun, is educated and loves attending. We see the availability of both After School and Holiday Club as an essential addition to her mainstream schooling. Well done everyone!
- Staff are excellent, very caring and know the children well. I feel confident the children are extremely well cared for and supervised very well. Range of activities offered is limited. Time and space is probably a large factor for this, but it would be good if a wider range of activities to make their time in club more varied, especially when space is limited.
- Good provision
- Always been very happy with staff and any issues have always been listened to and not ignored. My child is always happy which is very important to me

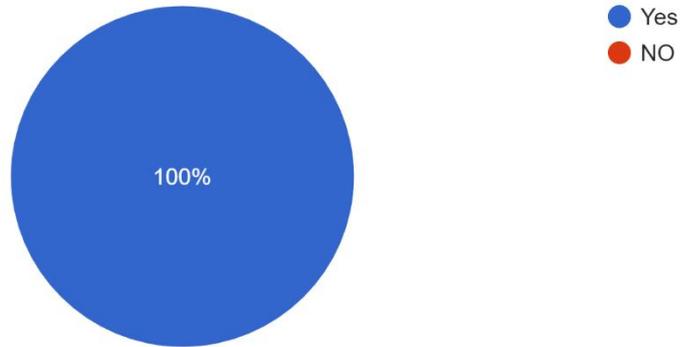
I received information about the service before my child started using it.

17 responses



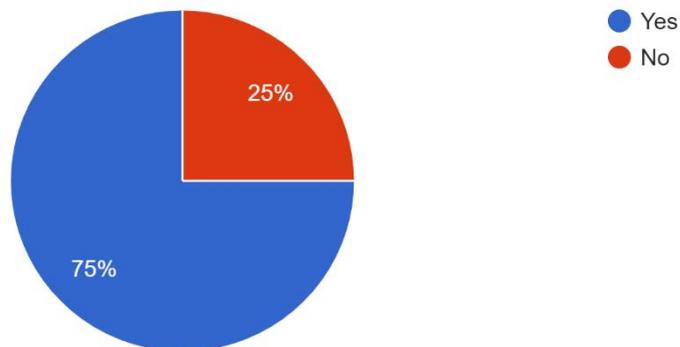
I am happy with the quality of care my child receives.

17 responses



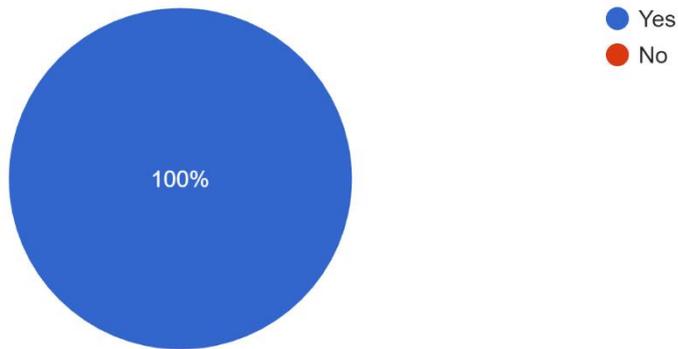
I receive regular communication from Club staff about my child.

16 responses



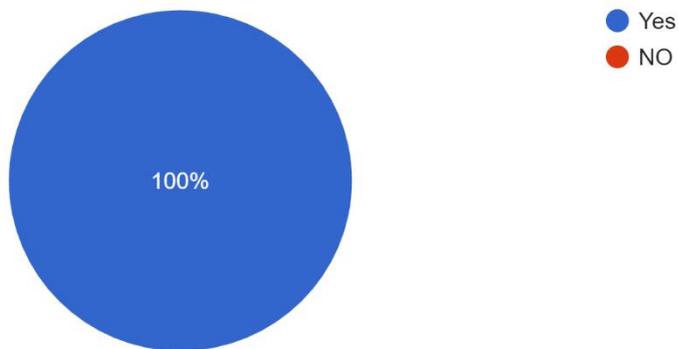
I feel happy approaching staff for help and support.

17 responses



Are you happy with the new procedures put in place due to COVID

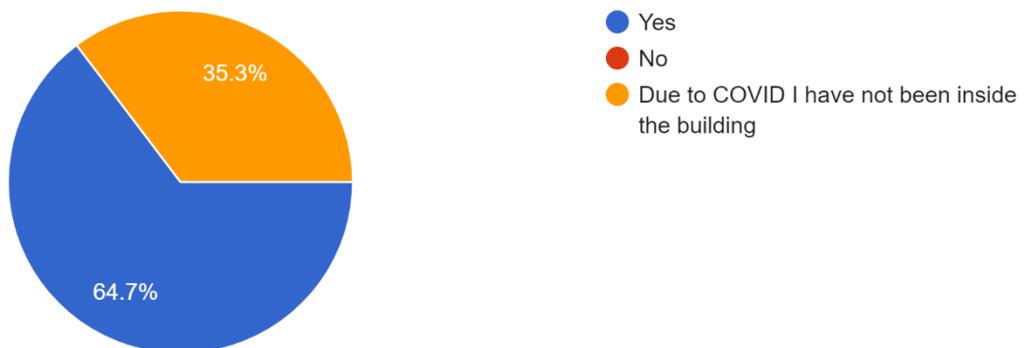
17 responses



Quality of Environment

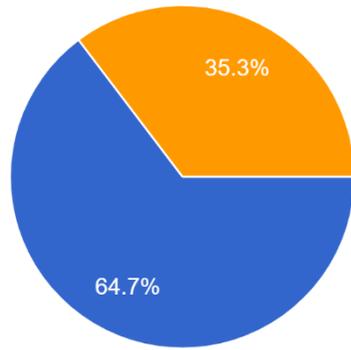
The Club & resources are kept clean, bright and in good order.

17 responses



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

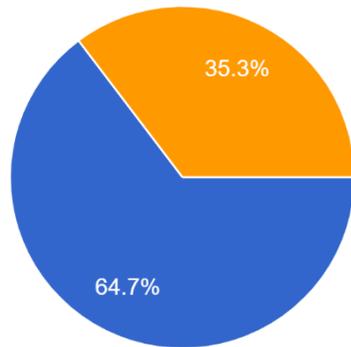
17 responses



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

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

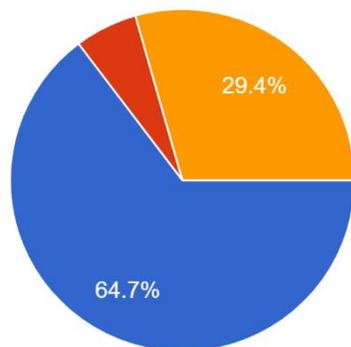
17 responses



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

The setting is stimulating for children.

17 responses

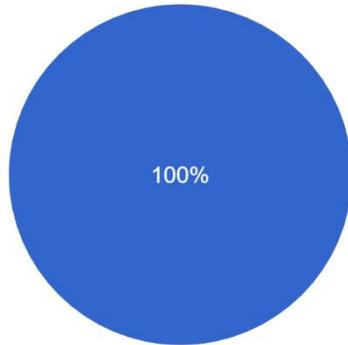


- Yes
- No
- Due to COVID I have not been inside the building

Quality of Staffing

My child appears happy and confident with staff.

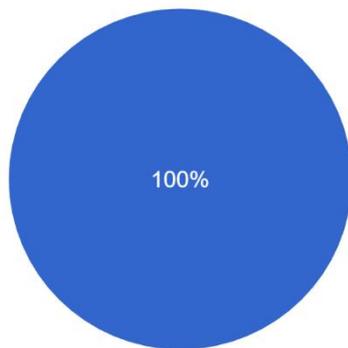
17 responses



● Yes
● No

The staff treat my child fairly and with respect.

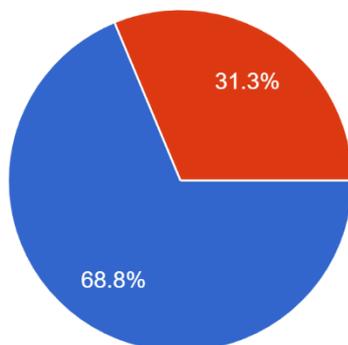
17 responses



● Yes
● No

Staff keep me well informed of my child's progress.

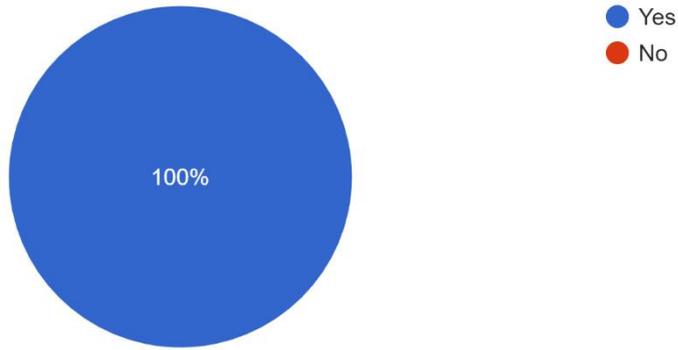
16 responses



● Yes
● No

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

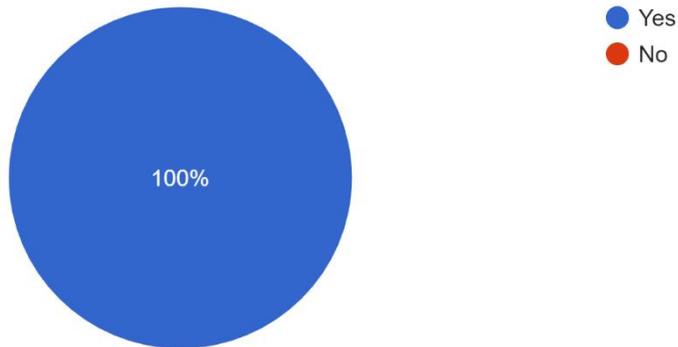
16 responses



Quality of Management & Leadership

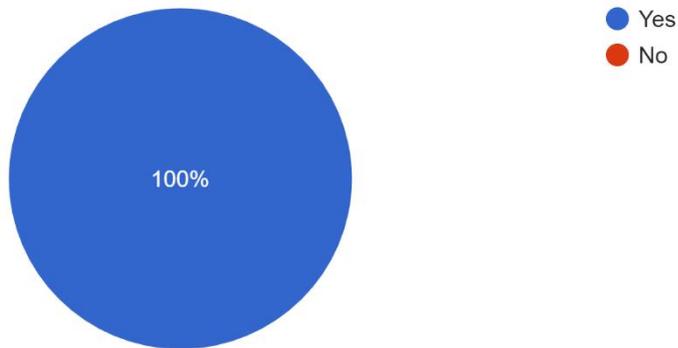
The Club Manager / Assistant Manager are approachable and helpful.

17 responses



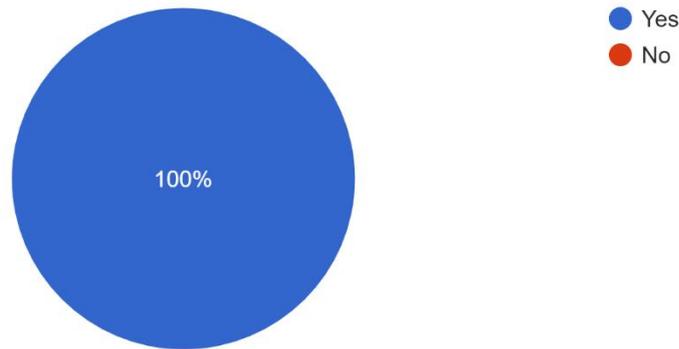
I feel the Manager / Assistant Manager listen to my concerns.

17 responses



The Club is well organised and run efficiently.

17 responses



Comments

What do you / your child like about Club?

- Everything
- Same site as school familiarity x lovely team x
- Familiar and trustworthy staff. Playing with friends.
- Activities and having snack after school, playing with her friends
- Atmosphere is friendly. My son's friends go there too.
- It's perfect 10/10
- The activities and snack time, friendly staff and playing with his friends.
- Staff and activities. Daughter appreciates outdoor play area, snack and friendliness of staff.
- Staff
- Outdoor play and interaction with friends
- Professional, organised, clean and safe. My children like the safe environment with plenty of entertainment and the snacks :)

How do you think we are doing in these challenging times?

- Very well
- Marvellous x
- Good
- Fantastic. Couldn't do any better. Through uncertain times, still planning, still finding ways to keep club open and a happy place to be.
- Well in the circumstances
- Very well!
- You have all done a sterling job I couldn't fault you one bit.
- Really well, I feel confident sending Hugh to after school club and have no concerns.
- Excellent; beyond expectations. Standards consistently high.
- Excellent. Working hard to keep everyone as safe as possible.
- Extremely well

How could we improve?

- I'm not sure
- Hard to find an answer to this. Make sure you get some 'you' time. If you're happy, the children will be too
- Can't think of anything else to add, everything is run really well.
- Not sure
- None needed.

- Keep doing what you are all doing, you are doing an amazing job! Thank you to all staff and managers in after school club.
- Nothing, I'd like to have an open day when restrictions allow.
- If possible, range of activities on offer.

Children's Questionnaire - Summary - Summer 2021

25 questionnaires were given out to children

**10
completed**

	<u>Parents work</u>	
1. Why do you come here?	8	
	<u>Yes</u>	<u>Ok</u>
2. Do you like the staff?	10	
3. Do you like the toys & craft?	5	5
4. Do you like the food & drink?	7	3

5. What is your favourite thing about Club?

Friends

Snack- because its nice

Football

Playing outdoors

The toys

Meeting new people and playing with them

Outside - the toys and the garden

Playing outdoor games

6. Is there anything we could do better?

Bring back bagels

Nothing

Better food

Poppets/fidgits

No

More craft and less cleaning

7. Tell us your ideas for Club

More activities

More fidgets

Don't have any

P.E. - football, rounders, sports

Action Plan from Questionnaires –

Children –

- Purchase more fidgets
- Offer more craft activities
- Continue children's committee/council
- Discuss using school field in After School Club to offer sport activities

Parents –

- All responses said our service was excellent or good
- Continue to provide all parents with an informative Parent Pack with Registration forms inside for all new children
- Our range of activities have been limited due to covid, cleaning, finance and quarantining of resources but with regulations lifting these will increase
- Communication with parents has changed due to covid and is now mostly by e-mail and text and only a small amount of face to face contact due to time limitations
- Parents are encouraged to phone/e-mail/text if they have any issues or comments
- Set up a chalk board at the entrance door with daily information to keep parents up to date
- We look forward to welcoming parents back into the building as soon as we can to continue to build relationships as we feel communication is always better face to face
- Club to hold an 'Open day' when restrictions allow for all parents

Staff –

Staff responses to the questionnaire were very positive and we will continue to -

- Have an open supportive relationship with staff
- Have regular updates via e-mail, whatsapp and monthly staff meetings
- Ensure the Management team are available if there are any issues
- Monitor the financial situation to safeguard sustainability and protect staff jobs
- Adapt policies and procedures to provide a safe working environment in line with current Government guidance
- Provide annual appraisals and regular supervisions

Update July 2021

Our Quality Report is completed annually in line with the school year (September to August) and finalised in October/November ready to distribute and display.

The past 18 months have been very challenging for us at Club and we have strived to keep the Club sustainable and to keep jobs for all our staff, even though our numbers have dropped severely due to the pandemic. We have put a lot of new procedures in place and have worked hard at maintaining good practices. A new cleaning rota to run alongside our opening and closing checks was set up and our Risk Assessment is reviewed regularly. Throughout this difficult time we have endeavoured to make the Club a safe and enjoyable place for all children, parents and staff.

The **wellbeing** of all who attend is very important to us and we have tried to ensure everyone, children, parents, and staff are listened to and have a voice and that they are heard. We use e-mails, text messages and calls a lot more now due to the limited time we now have face to face with our parents. Due to the time limit we now face at drop off and collection and the fact parents are no longer allowed inside the building at present it feels like the strong relationships we have built in the past with parents are harder to establish. We encourage parents to contact us if they want to discuss anything or have any concerns. We have had a lot of positive feedback through cards, messages, and informal chats. Our questionnaires have enabled us to set up an action plan to work on improvements alongside ideas from our children's committee/counsel and our suggestion box and post it sticker boards. And for the younger children we set up a pictorial board to gauge their opinions. Continuing to offer Free play and increasing outside play has benefitted the children by encouraging more physical activity, teamwork, problem solving and improved their safety with being outside in the fresh air. Children are actively being encouraged to be independent by including the children in creating Club rules/boundaries, helping plan activities, involving them in 'snack chat' and planning new resources and equipment. All in all this has played an important part in their mental and physical wellbeing.

We recognise the impact the last 18 months has had on everyone including feeling isolated, lack of building new friendships, being less active, loss of confidence, less social interactions, becoming shy and less communicative. Creating play opportunities and encouraging involvement through play are an increasingly valuable part of their mental and physical wellbeing.

Staff have been kept informed of all new procedures including change of physical environment, furlough, PPE, training opportunities, new paperwork and offered support throughout.

During the time Club was closed due to lack of demand caused by the pandemic and lockdown staff were kept in touch by phone calls, e-mail and a whatsapp group was set up. Weekly zoom meetings kept staff up to date on changing procedures and our fun quizzes offered a bit of light relief and were thoroughly enjoyed by all. An induction meeting on new procedures and change in Club set up was introduced giving staff a chance to voice their opinions and give fresh ideas before re-opening. Staff have been sent material on wellbeing information and courses and we always have an open door policy if staff have any concerns or issues they wish to discuss.

We have supported the **care and development** of all users. Given children the opportunity to develop their physical abilities through outside play, games, den building, using the Adventure playground, discussing risks and problem solving. Children are encouraged to take part in our snack chat giving them a voice and a sense of ownership. Snacks are prepared safely following our kitchen procedures and by staff qualified in food hygiene. Children opinions are taken into account and discussed in children's committee/council meetings and staff meetings. Supervisions and an appraisal have been completed and staff training has taken on a different approach with online/zoom courses to aid in the safety of all staff. Staff have completed a basic Welsh course to encourage the use of the Welsh language at club. Staff complete a daily health check, have their temperature taken when they enter the building, and undertake two lateral flow tests each week. Children's temperatures are taken daily when they come to After School and Holiday

Club. As an extra precaution parents complete daily health checks for their children when dropping them off at Holiday Club. All records are kept and stored securely.

We have made a lot of changes to our physical **environment** to keep all users safe during the pandemic. We have installed markers on the ramps (2 metre distancing), only one person at a time on the path, masks to be worn when dropping off or collecting children, new signage and sanitizing stations. The inside main room is adapted daily to provide space for two 'bubbles' (new guidance since 19th July) and a safe zone for staff to stand. Electrical equipment is PAT tested annually and before re-opening the building association completed a Legionella check. Some toys and equipment that aren't easy to clean are quarantined for 72hours, this does limit the resources we have but we have developed a rotation system to cope with this. A new cleaning rota has been established for both After School and Holiday Club and runs alongside our daily checks. More time is now given to setting up and we have negotiated times with the Playgroup to allow cleaning, setting up and hand over from Playgroup children. We have worked in partnership with the school to be able to offer more outside space on the Adventure Playground and school field and pirate ship.

Our **Management and Leadership** team have worked tirelessly during the last 18 months to combine all the changing requirements. Our Risk Assessment has incorporated all our new procedures and new paperwork has been completed for cleaning rota, furlough, re-opening procedures etc. The relaxation of some NMS during the pandemic have eased the pressure on staffing and has enabled Club to continue to be financially viable. Financially we have lost a lot of money during this pandemic due to a huge decrease in numbers in After School Club and less demand in Holiday Club. This is due to parents being on furlough and no longer needing childcare, or family and friends on furlough providing childcare for them. Hopefully this will resume as the economy opens and thrives. Due to this loss in income management have had to be careful with our finances to guarantee sustainability of Club. Staff have been furloughed during lockdowns and some still remain on flexi-furlough, this will continue until our circumstances change for the better or the furlough scheme ends. The furlough scheme has been a valuable resource for the Club, providing vital income when needed but has required learning new skills to administer the grant. This has been time consuming but has proved invaluable to keep Club sustainable. Throughout the pandemic the Management team have encouraged staff to continue their professional development and attend training when possible and as required.

Findings –

Throughout this difficult time our team (Management and staffing) has gone from strength to strength – offering support and advice wherever needed.

Great teamwork.

Understanding and supportive parents

Good organisation and planning skills and being able to adapt quickly when circumstances change

Junior children have enjoyed their space away from the infants

Unable to develop close relationships with parents due to time limitations and all start up paperwork done online so no face to face interaction

Unfortunately snack time has now become a much more solitary experience, although children sit together there is no more sharing, helping each other with food or setting up (hopefully soon things will return to normal)

Realised parents are not reading information sent to them despite numerous reminders (i.e. parents asking for holiday booking forms after forms have been e-mailed to them, parents not adhering to opening hours 'they did not know' -

Vision for the future –

For the Club to return to 'normal', our numbers to increase in After School Club and to be in a position to achieve everything set out in our Action Plan 2020/2021.