

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 2018 - Aug 2019

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

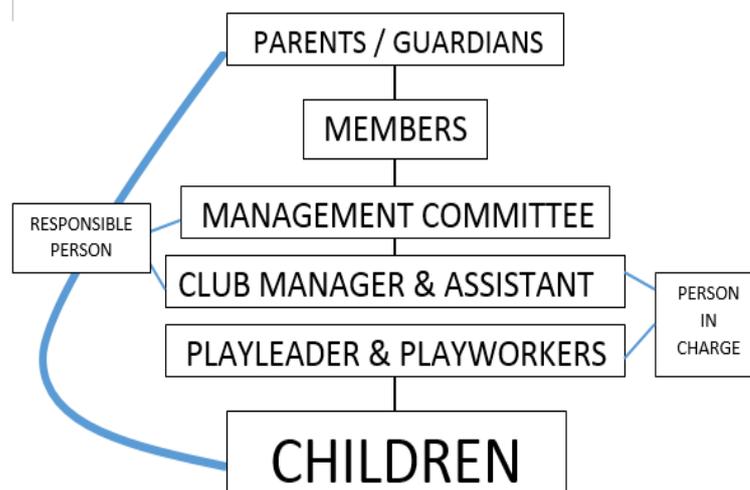
- To promote the benefits of the inhabitants of Deganwy and the surrounding area by providing facilities or assisting in the provision of facilities for the daily care, recreation and education of children during out of school hours and school holidays.
- To advance the education and training of persons 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 2018-2019 the Management Committee comprised of:

Chair – Caroline Filbee

Vice Chair – Leah Victoria

Treasurer – Angela Bowen

Committee Members - Simone Baldwin & Carole Stanley

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 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. The meetings and questionnaires highlight positive and negative feedback which we use to improve the service. Children are keen 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 10th May 2019 at the Deganwy Play and Learning Centre and was attended by parents, staff and committee. The Annual Report for 2017-2018 was presented at this meeting.

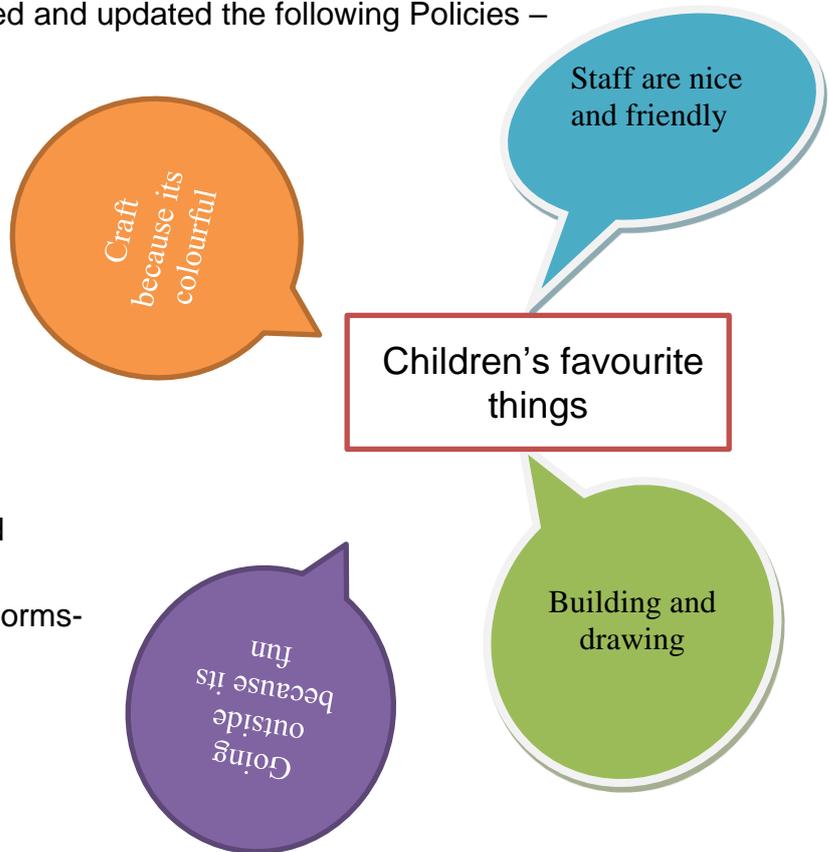
Achievements and Action Plan Outcomes from 2018/2019

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. In January 2019 the 30hr childcare funding for 3-4 year olds rolled out for the whole of Conwy and added an extra administration task. The funding has been very successful. Our Payroll has become more streamlined and environmentally friendly with wage slips and timesheets being sent electronically.

Any proposed changes to policies are reviewed by Committee and staff. (As per Action plan 2018/2019). In the last year we reviewed and updated the following Policies –

- * Reserve/Contingency Policy
- * Manual Handling Policy
- * Confidentiality Policy
- * Club Closure Policy
- * Media, IT & Phone Policy
- * Fire & Emergency Policy
- * Health, hygiene & Illness Policy
- * Complaints Policy
- * Safeguarding Policy
- * Accident Policy
- * Admissions Policy
- * Disciplinary Policy
- * Play Policy
- * Procedures to Welcome a New Child



Updated information sheets and new forms-

- *Statement of Purpose
- *Staff handbook
- *Staff Contracts
- *Registration/Contract forms
- *Operational Plan
- *Parent & Child questionnaires

Training - the following courses were attended –

Name of Course	Number of staff attended
Diploma Level 3 in Playwork – in progress	1
Diploma Level 2 in Playwork – in progress	1
Terrorist Awareness	2
Safeguarding	5
Paediatric First Aid	1
Autism Awareness	2
Acting Up	1
Risk Assessment	1
Manual Handling	2
Food Hygiene	1
Health & Safety	3
Challenging Play	2
Just Add Water	2
Speech & language	2
Incidental Welsh	4

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 2018/2019).

Building/Environment improvements

The willow structure has been cut back and tidied. Together with DPLA and Playgroup we successfully secured funding from Conwy Town Council to improve the soft play surface at the back of the building and create a sensory garden at the side. Work started during the summer holidays. *(Action plan 2018/2019). Colourful blinds have been installed in the main room, office and meeting room. In the children and staff toilets, taps and toilet seats have been replaced.*

Attendance

During 2018-2019 attendance was 85% of full capacity at After School Club and 97% for Holiday Club.

As per our Action Plan for 2018-2019 we closed the last week of the summer holidays in an attempt to reduce staff costs and continue to be financially viable.

Fundraising

The Club raised £553.00. This was from Halloween Box, Christmas Chocolate box and Easter Bingo.

Grants & Donations

Donations were £57.00.

Trips/Workshops

We have had a very busy year with trips to the Abergele Adventure Trail, Pili Pala's, the cinema, beach and Vardre. We have been lucky to have yoga, games, circus, food, reptiles and Buddy workshops visiting the Club This gives the children in Holiday Club a variety of experiences and as per action plan 2018/2019 there has been at least one workshop each week.

Equipment

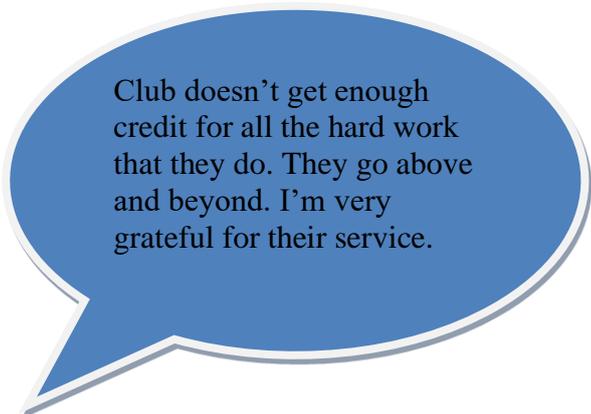
In accordance with our action plan 2018/2019 we have acted on children's suggestions for new toys and using money raised in our Easter Bingo we purchased 'diddy cars', wooden play tent, circus and den building equipment. We set up a Junior Zone where the older children could have their own space with age related toys. We also purchased garden decorations, tools and utensils for our new sand pit, raised beds and sensory area.

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 2018/2019)*



Club doesn't get enough credit for all the hard work that they do. They go above and beyond. I'm very grateful for their service.



Efficient and very well run Club



Brill Club thanks



Staff are excellent, building is clean, facilities are great and my child (who is fussy) is happy here

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.

Discussion Sessions

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

Children's Questionnaires

Children are given questionnaires to fill in regarding their likes and dislikes in the Club. The younger children complete these with the help of the older children or staff. A summary of the children's questionnaires can be found at the end of this report and also on our notice board in the reception area.

Parent Questionnaire

In June 2019 parents and carers were given a questionnaire to ask them for feedback on the service. The results of the Parent Questionnaires were very positive with the majority of parents rating the service as 'excellent'. A summary of the parent survey can be found at the end of this report and also on the notice board in the reception area.

Parent/Carer Newsletter

The Club produces parent newsletters in the Spring, Summer, Autumn and Winter. 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

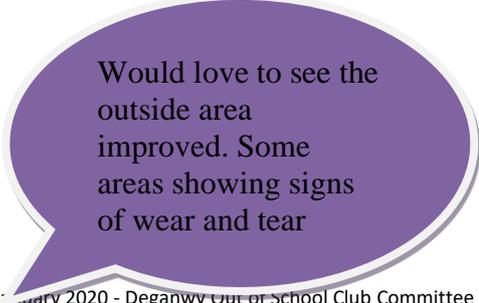
Staff meetings are held every month where the staff and manager discuss planning, evaluation, menus, funding, holidays, training, incidents and other issues that have come to light over the previous month. Staff receive regular supervisions and an annual appraisal. On a less formal note, staff are happy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

Committee Meetings

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

Annual General Meeting

An AGM is held once a year and as well as presenting the Club annual accounts and directors report, it provides parents and members with an opportunity to discuss the running of the Club and to make suggestions for new developments.



Would love to see the outside area improved. Some areas showing signs of wear and tear



More things for older children



Fantastic setting, all staff approachable. Manager easy to approach and helpful.



I like the staff

Action plans for 2019/2020

This action plan incorporates all the suggestions from parents, children, staff and committee.

Building and outside area

The Management Committee and building committee (DPLA) will continue to maintain the building and outside area. The willow structure will be tidied as necessary and we are considering removing it to update the area funding permitting. We will work alongside the Playgroup to ensure all play equipment meets the needs of all age ranges. We will look for quotes and funding to level the outside grassed area. All internal painting needs redoing along with a new sink and unit in the main room and new flooring in all the toilets. We will continue to update and /or replace outdoor play equipment when funding becomes available and as necessary.

Toys and Equipment

Acting on information from the children's questionnaires we will purchase new toys for the children including older toys for the junior zone and outside toys. A toy inventory will be carried out in the New Year and toys replaced when necessary. We need to purchase a new mobile phone and possibly a shredder and printer if required.

Snack Menu

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

Workshops

After a year of successful workshops, we will try to continue to provide at least one per holiday week.

Staff

We will continue to encourage staff to attend training. All staff will be offered the opportunity to attend Playwork training in line with the current Welsh Government guidelines. A Welsh course through the 'Camau Project' is due to start in November. The Welsh language will be used in our daily routine at Club.

Admin

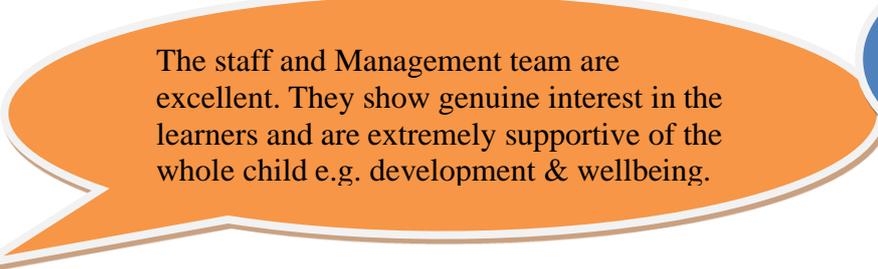
Policies and Procedures will be updated in line with changes indicated during training and where necessary. Staff contracts and handbook will be updated through the year. Pension re-enrolment and re-declaration are required in February.

General

In September 2019 there was a fee increase in After School Club, we felt having researched the local area this was a very reasonable price for the service offered. The staff received a pay rise to reflect the hard work they put into making the Club the success it is.

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.



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.

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

- We will continue to act on feedback from the children and will work alongside the new children's committee.
- We are committed to constantly updating our toys and other resources as part of our ongoing improvements and this will continue indefinitely.
- Staff will 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.

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, Equal Opportunities, Arrival & Collection, Health & Safety and 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.

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.

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 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 and children helps us develop the ongoing needs for improvement and 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 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
- Improve and develop the skills and knowledge of staff with training when needed/available
- 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 and our website

These improvements will be measured by continual monitoring of resources and training required.

Environment - Adequate: my practice requires improvement

Service Evaluation

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

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

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. 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.

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

- levelling of grass area
- play equipment
- Flooring in all toilets
- Internal painting
- New sink in main room

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 onto 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 for all to read.

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 uninforms 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.

Priorities for improvement

- We would like better communication with the school on issues that affect us at Club; regular updates on after school activities, holiday/ teacher training dates and the welfare of the children. We will monitor the above and encourage more meetings and discussions.
- Keep encouraging staff to take responsibility for their own development and attend training.