

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

The objects of the Charity are

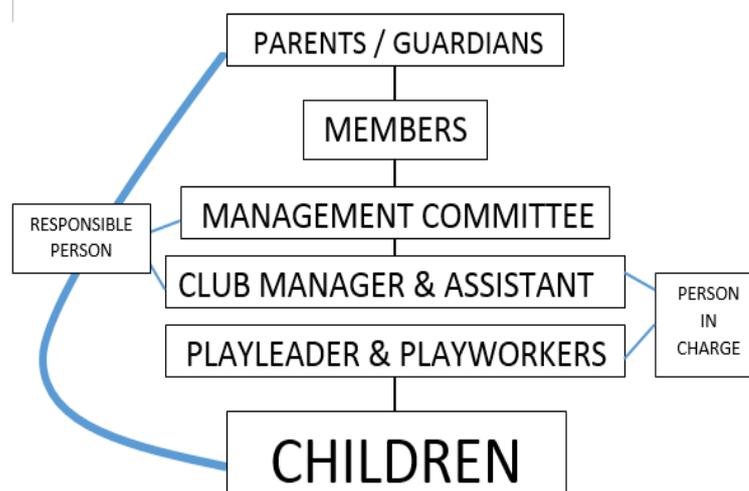
- To promote the benefits of the inhabitants of Deganwy and the surrounding area by providing facilities or assisting in the provision of facilities for the daily care, recreation and education of children during out of school hours and school holidays.
- To advance the education and training of persons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

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

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

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

### Club Structure



## **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 25<sup>th</sup>, 2020 until July 27<sup>th</sup> 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 27<sup>th</sup> 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 30<sup>th</sup> 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

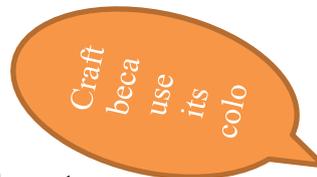
The staff Handbook has been updated throughout the year. A Handbook is given to each member of staff and one is also kept on the Managers desk. Our child registration database is updated each year. Training for the Assistant Manager and Company Secretary has continued throughout the year. The 30 hour 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-19 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-19
- \* Attendance sheets



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

<b>Name of Course</b>	<b>Number of staff attended</b>
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 23<sup>rd</sup> 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 24<sup>th</sup> 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

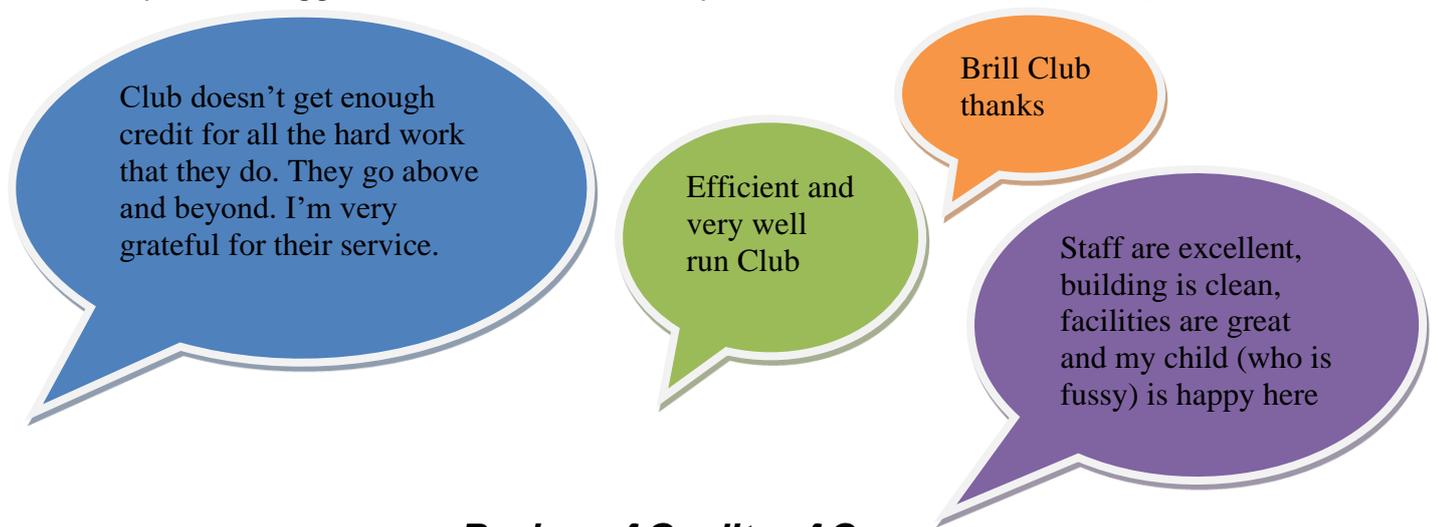
In accordance with our action plan 2019/2020 we have acted on children's suggestions for new toys and older toys for the junior zone. We also purchased a Hobbit House for our sensory garden. A new laptop, printer and shredder was also purchased.

## Website & Facebook

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

## Snack 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-19 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 Menu**

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

### **Workshops**

Workshops will continue if COVID-19 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

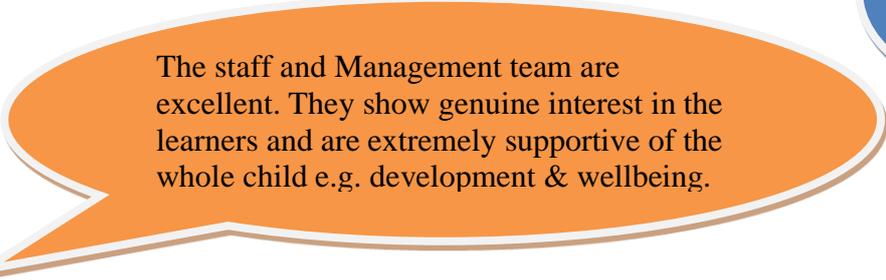
Policies, Procedures and the Parent Pack will be updated in line with current guidance, changes indicated during training and whenever necessary. Staff contracts and handbook will be updated through the year. We will try to complete the Quality Report in July each year to tie in with our financial year 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 can 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-19 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-19 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.