

## Bear Pak Afterschool and Holiday Club Quality Assurance Report

### 2022 (Based on 2021 findings)

This report shows feedback that has been obtained through questionnaires that were completed by parents, children, staff, schools and other agencies who we work with. An online survey used this year due to the current ongoing covid 19 pandemic. The action that is to be taken following this feedback is displayed and this report will remain available to be seen by all service users and CIW.

A quality assurance report will be produced at the start of every year so that we can continually assess our service and make the relevant changes and improvements. We value all feedback and we use it productively so that we can continue to work towards achieving high standards of child care.

#### Parental Feedback

62 families that are currently using Bear Pak Afterschool and Holiday Club were sent a link to complete an online questionnaire via survey monkey. Out of 62 service users, only 9 completed the questionnaire. The questionnaires asked parents to grade the service provided at our afterschool and holiday club. Questionnaires enabled parents to grade the service as follows:

1. Needs drastic improvement
2. Needs some improvement
3. Average
4. Good
5. Excellent

<p><b><u>Quality of Service</u></b></p> <ol style="list-style-type: none"> <li>1. Needs drastic improvement - 0%</li> <li>2. Needs some improvement - 11.11%</li> <li>3. Average – 0%</li> <li>4. Good- 55.56%</li> <li>5. Excellent- 33.3%</li> </ol>	<p><b><u>Comments</u></b></p> <p>No comments</p>	<p><b><u>Bear Pak Comments/Action</u></b></p> <p>We will continue to work with parents to provide a high quality service that meets their needs. We will review and deal with any issues of quality as they occur and bases on feedback received from questionnaires. No suggestions for improvement were made. Parents are invited to share their opinions/concerns at any time which can also be done anonymously through our website at <a href="http://www.bearpak.org">www.bearpak.org</a>.</p>
<p><b><u>Premises</u></b></p> <ol style="list-style-type: none"> <li>1. Needs drastic improvement - 0%</li> <li>2. Needs some improvement – 0%</li> <li>3. Average – 22.22%</li> <li>4. Good- 66.67%</li> <li>5. Excellent- 11.11%</li> </ol>	<p><b><u>Comments</u></b></p> <p>No comments</p>	<p><b><u>Bear Pak Comments/Action</u></b></p> <p>The main hall is divided into sections allowing for group games, role play, quiet time, activities and for meal times.</p>

		Our garden area is used for sports, gardening and other outdoor activities. This year we secured a grant that enabled us to purchase more trikes and scooters for the children. The church also donated a large shed to Bear Pak to keep our garden toys secure.
<p><b><u>Play Equipment</u></b></p> <ol style="list-style-type: none"> <li>1. Needs drastic improvement - 0%</li> <li>2. Needs some improvement – 0%</li> <li>3. Average – 50%</li> <li>4. Good- 50%</li> <li>5. Excellent- 0%</li> </ol>	<p><b><u>Comments</u></b></p> <p>“ I can’t really comment as I don’t see it.”</p> <p>“I don’t know what you have.”</p>	<p><b><u>Bear Pak</u></b></p> <p><b><u>Comments/Action</u></b></p> <p>This year, we have been lucky enough to secure funding to purchase new equipment for the children. A list was formed based on discussion with the children of what equipment they would like at after school club. This included things like mekano and model cars for the older children, small world toys, role play equipment and arts and crafts.</p> <p>Due to the covid- 19 pandemic, parents collect their children from outside of the main entrance of the premises to help limit the spread of the virus. We are hoping to re-introduce parents being able to collect children directly from the hall when it is deemed safe to do so.</p>
<p><b><u>Activities Available</u></b></p> <ol style="list-style-type: none"> <li>1. Needs drastic improvement - 0%</li> <li>2. Needs some improvement - 11.11%</li> <li>3. Average – 33.3%</li> <li>4. Good- 33.3%</li> <li>5. Excellent- 22.2%</li> </ol>	<p><b><u>Comments</u></b></p> <p>“I know covid had a huge impact but it was good when you were able to do day trips... That said, you do complete lots of different activities throughout the day to keep them occupied.”</p>	<p><b><u>Bear Pak</u></b></p> <p><b><u>Comments/Action</u></b></p> <p>We will continue to ensure that the activities we provide are child focused and that the children have an input in the kinds of activities we offer. This year, we are planning to introduce child-led meetings to obtain children’s opinions and use them to improve</p>

		their experience at Bear Pak.
<p><b>Quality of Food Offered</b></p> <ol style="list-style-type: none"> <li>1. Needs drastic improvement - 0%</li> <li>2. Needs some improvement - 11.11%</li> <li>3. Average – 0%</li> <li>4. Good- 55.56%</li> <li>5. Excellent- 33.3%</li> </ol>	<p><b>Comments</b></p>	<p><b>Bear Pak Comments/Action</b></p> <p>Our menu follows the Vale of Glamorgan’s Change for Life scheme and is reviewed and updated every term. We currently hold a Gold Standard Healthy Snack Award and a Level 5 food hygiene rating. We regularly ask the children what they like to eat and what they don’t and monitor how popular the food options are. We then base the menu changes around these findings. At tea time, children are provided with a hot and cold option, providing children with plenty of choice. We also cater for children’s individual dietary requirements.</p>
<p><b>Value for money</b></p> <ol style="list-style-type: none"> <li>1. Needs drastic improvement - 0%</li> <li>2. Needs some improvement – 0%</li> <li>3. Average – 11.11%</li> <li>4. Good- 44.4%</li> <li>5. Excellent- 44.4%</li> </ol>	<p><b>Comments</b></p> <p>“Price is excellent for child care in penarth.”</p>	<p><b>Bear Pak Comments/Action</b></p> <p>As we are non-profit organisation, we try to keep our prices as low as possible. Any surplus money is put back in to the club in terms of trips for the children and new equipment. We will continue to provide an affordable, good quality service. Fees had to be increased slightly this year due to an increase in our rent.</p>
<p><b>Management</b></p> <ol style="list-style-type: none"> <li>1. Needs drastic improvement - 0%</li> <li>2. Needs some improvement – 0%</li> <li>3. Average – 0%</li> <li>4. Good- 33.33%</li> <li>5. Excellent- 66.67%</li> </ol>	<p><b>Comments</b></p> <p>“No issues – Always get a response to any queries.”</p>	<p><b>Bear Pak Comments/Action</b></p> <p>The managers will continue to maintain good communication with parents and be efficient in managing any queries. Parents are encouraged to discuss any issues with managers who will work with parents to insert any measures if needed.</p>

<p><b><u>Staff</u></b></p> <ol style="list-style-type: none"> <li>1. Needs drastic improvement - 0%</li> <li>2. Needs some improvement – 0%</li> <li>3. Average – 0%</li> <li>4. Good- 44.44%</li> <li>5. Excellent- 55.56%</li> </ol>	<p><b><u>Comments</u></b></p> <p>“Always friendly and helpful.”</p> <p>“ Hard to comment as I don’t know them.”</p>	<p><b><u>Bear Pak Comments/Action</u></b></p> <p>We will continue to work hard to develop good relationships with parents and carers. However, the effects of the covid-19 pandemic has impacted our ability to invite parents in to attend sessions and fundraising events. We are hoping that next year we can hold more events and use these as an opportunity to expand our relationship with parents.</p> <p>Bear Pak staff will continue to be encouraged to maintain high quality child care and be recognised for their continued work. Staff are encouraged to incorporate their individual skills within their roles. This year, some of our school escorts have been teaching the children football skills and initiating team football games.</p>
<p><b><u>Meeting your needs</u></b></p> <ol style="list-style-type: none"> <li>1. Yes- 100%</li> <li>2. No – 0%</li> </ol>	<p><b><u>Comments</u></b></p> <p>“Friendly, local, value for money. You look after my child and keep him safe.”</p>	<p><b><u>Bear Pak Comments/Action</u></b></p> <p>We will continue to work with parents to provide a flexible service which meets their needs.</p>
<p><b><u>How can we improve our service to you?</u></b></p>	<p><b><u>Comments</u></b></p> <p>“Healthier food, more activities.”</p> <p>“Provide different options/activities for slightly older children after school.”</p> <p>“Get the kids out and about once restrictions lift”</p>	<p><b><u>Bear Pak Comments/Action</u></b></p> <p>We plan to hold child – led meetings to find ways to meet children’s interests.</p> <p>We plan to re-introduce the trips through the summer should covid restrictions allow.</p>

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**Children’s Feedback**

All children attending club were given the opportunity to anonymously fill out a short, child-friendly questionnaire. Staff members helped younger children to read and understand questions and helped them to record their answers but were asked not to influence the children’s responses. Children had to answer questions with a smiley face if they were happy or agreed, a straight face if they don’t mind or weren’t sure and a sad face if they are unhappy or disagree. feedback forms were returned. The feedback obtained is shown below:

<p><b><u>I like the staff</u></b></p> <p>☺ 16          ☹ 4          😐 1</p>	<p><b><u>Comments</u></b></p> <p>“I love the staff.”</p>	<p><b><u>Bear Pak Comments/Action</u></b></p> <p>Staff conduct themselves at all times in a positive manner in line with our policies and procedures and build a strong relationship with children. We have a range of staff of different ages, backgrounds and experience which makes a diverse team. Staff are utilised in the club with their individual abilities recognised. Staff listen to children’s views and respond to them accordingly.</p>
<p><b><u>I have friends at Bear Pak</u></b></p> <p>☺ 19          ☹ 1          😐 1</p>	<p><b><u>Comments</u></b></p> <p>No comments</p>	<p><b><u>Bear Pak Comments/Action</u></b></p> <p>Most of the children are happy with their friends at Bear Pak. We encourage all children to socialise and participate in activities with other children. However, if a child would like time to rest, this is respected. If a child appears lonely or unhappy, play workers will intervene and act accordingly. Children’s key workers support them daily and monitor them within the session. Children attend from various schools which gives children the opportunity to make friends from other schools. We find this is especially beneficial to children as they transition to secondary school.</p>

<p><b><u>I like the games</u></b>  ☺ 14  ☹ 2  ☹ 5</p>	<p><b><u>Comments</u></b>  No comments</p>	<p><b><u>Bear Pak Comments/Action</u></b>  Group games form a part of our daily sessions. We continue to carry out these to promote socialising and team work amongst the children. Children choose which games they would like to play via a vote. Unfortunately, it means that not all children are happy with the majority.</p> <p>All children are encouraged to participate but are free to choose other activities if they would like. Children's choice is a strong part of Bear Pak and we will continue to communicate with children to discover what their interests are and work to meet them.</p>
<p><b><u>I like the place</u></b>  ☺ 17  ☹ 1  ☹ 3</p>	<p><b><u>Comments</u></b>  No comments</p>	<p><b><u>Bear Pak Comments/Action</u></b>  Most of the children enjoy the place. During sessions, the hall is divided up into designated areas for sports, arts and crafts/cooking, role play, floor toys and rest.</p> <p>We have a small outside area for gardening activities and outside play.</p>
<p><b><u>I like the food</u></b>  ☺ 19  ☹ 1  ☹ 1</p>	<p><b><u>Comments</u></b>  No comments</p>	<p><b><u>Bear Pak Comments/Action</u></b>  At Bear Pak, we offer children a choice of what they would like to eat. We always have on offer a hot and cold option. The menu is designed around the Vale of Glamorgan's Change for Life scheme and in line with the requirements of our Gold Standard Healthy Snack Award. The menu is produced as a 6 week plan and revised every term. We meet children's dietary requirements where needed.</p>

<p><b><u>What is your favourite part of the club?</u></b></p>	<p>“ Drawing and colouring”</p> <p>“Baking because it’s fun”</p> <p>“seeing my friends.”</p> <p>“The food and the prize box.”</p> <p>“Playing with the toys”</p> <p>“playing – lots to do”</p>	<p>We aim to provide a wide range of play experiences for children to experience at Bear Pak that meets their individual needs and interests. We will continue to listen to children’s ideas for the club and incorporate these where we can.</p>
<p><b><u>What things do you dislike about the club?</u></b></p>	<p>“the games.”</p> <p>“I don’t like tea.”</p> <p>“I can’t see the clock properly.”</p> <p>“sometimes noisy”</p> <p>“I like everything about bear pak”</p>	<p>We will continue to aim to meet the interests of all children and take on board their preferences for the club. As we are based within a large hall, it does get noisy. We try to separate the noisy activities away from the quiet activities so that children are not disturbed should they wish to play quietly or rest.</p>
<p><b><u>Are there any things we could do better?</u></b></p>	<p>“Better colouring supplies”</p> <p>“Better prizes.”</p> <p>“play a game together like eye spy.”</p> <p>“having flowers.”</p> <p>“have gym stuff.”</p>	<p>Bear Pak staff will continue to work hard to ensure children enjoy their time at Bear Pak. Following from the feedback given, we will bring the gym equipment out more and purchase more colouring supplies. The prizes in the prize box get changed frequently depending on what is available at the time of purchasing.</p> <p>We plan to replant the flowers in the garden during spring as they have unfortunately wilted over winter.</p>
<p><b><u>What toys or games would you like the club to buy?</u></b></p>	<p>“omg dolls”</p> <p>“more board games”</p> <p>“fidgets”</p> <p>“ps4 and x box”</p> <p>“more character lego”</p> <p>“elsa and anna dolls”</p>	<p>As we are a non profit organisation, we rely heavily on funding and holding fundraising events. Although we have been limited in terms of holding fundraising events due to covid 19, we will continue to try our best to source funding to purchase new equipment and toys for the children. We have created a list based on the feedback obtained from this survey and will use it when we have the</p>

		funds to purchase new equipment.
<b><u>What is your favourite trip or special event?</u></b>	“cinema” “Halloween party” “talent show” “Christmas party”	Unfortunately, our trips were placed on hold due to covid 19 restrictions but we are hoping to commence them again during the summer.
<b><u>Tell us your ideas for the club</u></b>	“blankets and tents to make dens” “organise trips” “mermaid to buy”	We will take children’s opinions on board and use them to help us plan for future activities and trips.

### Staff feedback

All members of staff were asked to complete the questionnaire anonymously via survey monkey. 8 out of 20 members of staff completed the survey. Details of their responses are shown below:

<u>Question</u>	<u>Staff feedback</u>	<u>Comments/Action</u>
Do you have good relationships within the team?	Not at all –0 Rarely- 0 Sometimes-0 Mostly- 25% Always – 75%	We have a range of staff of different ages, from various backgrounds and experience. All members of the team work together to ensure the smooth running of the club. We have regular staff meetings to ensure we are all working to the same goal and any issues can be brought to the attention of the management team. These meetings also provide opportunity for team building exercises and training.
Do you feel supported by other members of the team?	Not at all –0 Rarely- 0 Sometimes-12.5% Mostly- 25% Always – 62.5%	Regular staff meetings are held to give the team a chance to share their concerns. Staff also receive regular supervisions where any issues can be discussed in privacy with their manager and addressed promptly so that staff feel supported and confident within their role.
Do you feel supported by your managers?	Not at all –0 Rarely- 0 Sometimes-0 Mostly- 12.5% Always – 87.5%	There is always a manager on site to support the team and regular supervisions and appraisals are carried out 1:1.
Do you feel that staff duties are fair?	Not at all –0 Rarely- 0 Sometimes-12.5% Mostly- 50% Always – 37.5%	Jobs are allocated to members of staff fairly so that daily duties are shared. Staff are made aware of the importance of completing daily duties. However, some members of the team clearly feel that the duties are not fairly carried out. This will be investigated and a team meeting arranged to discuss the issues surrounding staff duties.

Do you understand your role clearly and what is expected of you?	Not at all –0 Rarely- 0 Somewhat-0 Mostly- 12.5% Completely – 87.5%	At the start of employment, members of staff are provided with an induction and job description to make clear what is expected of them within their role. We have a set routine at Bear Pak to ensure that all tasks are completed and that the session runs smoothly. If staff appear to be unsure of their role and what is expected of them, management will support them and reiterate what they should be doing and when.
Do you feel confident in sharing your ideas with the team?	Not at all –0 Rarely- 0 Sometimes-25% Mostly- 25% Always – 50%	We value staff ideas and opinions and we encourage the sharing of these through our private staff page on social media, our suggestion box and through regular team meetings.
Would you recommend Bear Pak as a good place to work?	Yes- 100% No- 0	Bear Pak will continue to work hard to ensure staff feel valued and respected so that we can maintain an inclusive and positive working environment for all.
What can we do to improve Bear Pak?	“Don’t think anything needs improving”  “vary activities more and have more crafts for the children”  “all staff help out more”	We will continue to ask staff to input their ideas and raise any issues within the daily session and our staff meetings. We will use their ideas to improve our service.
Do you have any other feedback you wish to add?	“Really well organised, engaging atmosphere and love every aspect of working for them”	

### Feedback from Agencies

All schools that we collect from were asked to complete the online questionnaire. We also asked a representative of the church where we are based to complete one too. Out of all the agencies, only 3 questionnaires were completed. Their feedback is shown below:

<u>Statement</u>	<u>Feedback from agencies</u>	<u>Action/Comments</u>
Bear Pak are approachable: 1. Not at all 2. Rarely 3. Sometimes 4. Mostly- 33.33% 5. Always – 66.67%	“Very approachable and friendly”	Staff are expected to maintain professionalism at all times and have good communication links with the schools as we feel this is crucial at hand overs.
Bear Pak are easy to contact 1. Not at all 2. Rarely 3. Sometimes 4. Mostly 5. Always – 100%	“Always reply promptly to email”	Bear Pak are easily contacted by email, telephone or through our website. The Bear Pak phone is always answered by a member of the management team during business operating hours.
Bear Pak are a professional service: 1. Strongly disagree 2. Disagree 3. Neutral 4. Agree 5. Strongly agree – 100%	“Staff are all a good representative of the business.”	Any member of staff who is not acting professional will be disciplined in accordance with our disciplinary procedure.
Would you recommend Bear Pak? Yes – 100% No	“Children are always chaperoned”	We will continue to build a strong reputation.
How do you feel we could improve our service?	No comments	
Any other comments?	No further comments provided	