

## **Bear Pak Afterschool and Holiday Club Quality Assurance Report**

### **2023 (Based on 2022 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 to retrieve responses from parents, staff, schools and other agencies. Paper copies were completed by children so that staff could assist the children where required in a non-biased way. 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**

65 families that are currently using Bear Pak Afterschool and Holiday Club were sent a link to complete an online anonymous questionnaire via survey monkey. Out of 65 service users, only 15 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

<b><u>Quality of Service</u></b>	<b><u>Comments</u></b>	<b><u>Bear Pak Comments/Action</u></b>
<ol style="list-style-type: none"><li>1. Needs drastic improvement – 11.1%</li><li>2. Needs some improvement - 0%</li><li>3. Average – 0%</li><li>4. Good- 55.56%</li><li>5. Excellent- 33.3%</li></ol>	<p>“Staff always friendly and polite.”</p> <p>“I cannot recommend Bear Pak enough to friends.”</p>	<p>We will continue to work hard so that we provide a high quality service to families that meets their requirements. We will review and deal with any issues of quality as they occur and bases on feedback received from questionnaires. However, the 1 person indicating that drastic improvement is needed did not comment on what needed to be improved in order to improve our quality of service to them. 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.co.uk">www.bearpak.co.uk</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- 77.78%</li> <li>5. Excellent- 0%</li> </ol>	<p><b><u>Comments</u></b></p> <p>“Good location. Parking can be a nightmare at pick up times but space is fine.”</p>	<p><b><u>Bear Pak Comments/Action</u></b></p> <p>The main hall is used to accommodate various activities e.g group games, role play, quiet time, arts and crafts and meal times.</p> <p>Our garden area is used for sports, gardening and other outdoor activities.</p> <p>Bear Pak also has access to smaller classroom sized rooms where we can create age-specific activities for children and events such as movie evenings.</p> <p>We are based on a residential street which does become busy at times due to the church holding various church events. Under our sustainability ethos, we encourage all families that use our service to walk to collect their children where possible.</p>
<p><b><u>Play Equipment and 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 – 11.11%</li> <li>4. Good- 66.67%</li> <li>5. Excellent- 11.11%</li> </ol>	<p><b><u>Comments</u></b></p> <p>“ Nice that you have an outdoor area for dry/warm weather. Activities keep (child) entertained.”</p>	<p><b><u>Bear Pak Comments/Action</u></b></p> <p>Towards the end of this year, we have been able to once again invite parents to the main hall door to collect their child so they can witness the activities in progress.</p> <p>We try to use our outdoor space as much as possible in all weathers. However, children are free to choose whether they would like to play outside or participate in activities inside.</p> <p>We use group time during the session to ask children what they would like to</p>

		<p>see at club and what resources/activities they like to play with and take part in.</p> <p>We will continue to ensure that the activities and play equipment we provide meets children's needs and interests.</p>
<p><b><u>Quality of Food Offered</u></b></p> <ol style="list-style-type: none"> <li>Needs drastic improvement - 0%</li> <li>Needs some improvement - 0%</li> <li>Average – 22.22%</li> <li>Good- 55.56%</li> <li>Excellent- 22.22%</li> </ol>	<p><b><u>Comments</u></b></p> <p>“(child says) sometimes he doesn't get his choice”</p> <p>“Glad you give fruit regularly”</p>	<p><b><u>Bear Pak</u></b></p> <p><b><u>Comments/Action</u></b></p> <p>Our menu meets the requirements of our Gold Standard Healthy Snack Award and is reviewed and updated every term. 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.</p> <p>At tea time, children are provided with a hot and cold option, providing children with plenty of choice. Whilst we encourage children to have our hot option, children line up for which option they would prefer to have. We try to ensure that all children receive their first choice of food and enough quantities of food are purchased to enable this. On the rare occasion children are unable to have their first choice, a suitable alternative will be offered.</p> <p>Fruit is provided for all children following their meal option. We also cater for children's individual dietary requirements.</p>
<p><b><u>Value for money</u></b></p> <ol style="list-style-type: none"> <li>Needs drastic improvement - 0%</li> </ol>	<p><b><u>Comments</u></b></p> <p>“Full day price is quite expensive compared to some activity clubs that</p>	<p><b><u>Bear Pak</u></b></p> <p><b><u>Comments/Action</u></b></p> <p>As we are non-profit organisation, we try to</p>

<ol style="list-style-type: none"> <li>2. Needs some improvement – 11.11%</li> <li>3. Average – 22.22%</li> <li>4. Good- 22.22%</li> <li>5. Excellent- 44.44%</li> </ol>	<p>are becoming more available in the area. Football camp, rugby camp are significantly cheaper per day”</p>	<p>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 work hard to provide an affordable, good quality service to local families. Due to cost of living issues, our rent has been increased significantly this year which meant an increase in fees slightly for parents.</p> <p>Whilst we are unable to match the cost of activity clubs, we do strive to provide a high quality child care service that provides higher adult:child ratios than activity clubs, a range of various activities and play experiences, a warm meal and trips throughout the school holidays.</p> <p>We support children attending recreational activities and offer a drop off and pick up service to local clubs where available.</p>
<p><b><u>Managers</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- 55.56%</li> <li>5. Excellent- 44.44%</li> </ol>	<p><b><u>Comments</u></b></p> <p>“Slightly confused who is in charge but I get a response to my emails and the kids and staff seem happy so feel they are doing a good job”</p> <p>“Fantastic- however this is for all staff members.”</p> <p>“I find communication can be difficult to establish”</p>	<p><b><u>Bear Pak Comments/ Action</u></b></p> <p>This year we have had a change in management. Whilst this was communicated to parents, we will ensure that a newsletter is sent to parents informing them of our team and their positions. This can also be viewed on our website under the ‘meet the team’ section.</p> <p>At the start of the year, in person communication did prove difficult due to our covid-19 policy stipulating that children</p>

		were to be collected via the main doors. However, we are not inviting parents to come to the hall doors to collect their children which we are hoping will improve communication with parents and carers.
<p><b><u>Staff</u></b></p> <ol style="list-style-type: none"> <li>Needs drastic improvement - 10%</li> <li>Needs some improvement – 0%</li> <li>Average – 0%</li> <li>Good- 50.00%</li> <li>Excellent- 40.00%</li> </ol>	<p><b><u>Comments</u></b></p> <p>“Staff are fab! Polite, friendly, helpful, fun!!”</p> <p>“They are so good with (child) and are patient and show him so much care.”</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 and meet the individual needs and interests of all children.</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 and further develop their education and skills via access to various courses.</p>
<p><b><u>Meeting your needs</u></b></p> <ol style="list-style-type: none"> <li>Yes- 90.00%</li> <li>No – 10.00%</li> </ol>	<p><b><u>Comments</u></b></p> <p>“He’s been with you for 4 years and you have been helpful and flexible! I know that he is safe and cared for!”</p>	<p><b><u>Bear Pak Comments/Action</u></b></p> <p>We will continue to maintain and develop our service to meet the growing needs of local families within our community.</p>
<p><b><u>How can we improve our service to you?</u></b></p>	<p><b><u>Comments</u></b></p> <p>“ I do worry about how he gets back to school in the winter! Walking in the wind/rain, then spending another 2 hours in wet clothes! Is there an opportunity for more cars considering the number of children you collect from schools?”</p> <p>“More activities for older children”</p>	<p><b><u>Bear Pak Comments/Action</u></b></p> <p>We encourage all children to walk to and from school to promote a healthy lifestyle and to achieve our sustainability goals. However, in severe weather, we use taxis where required.</p>

	<p>“I think the service is excellent but the children would suggest a bigger outdoor play area if you were to ever change premises”</p>	<p>As a non-profit organisation, we continue to source funding and will research into the possibility of sourcing another vehicle.</p> <p>We have introduced child meetings so children can express their interests and ideas for club and we have now also introduced Fun Fridays to incorporate the children’s ideas further.</p> <p>Our garden area is small and allows for 16 children to safely participate in play activities at one time which children take in turns to access. During summer months and during holiday club, we also use the local Victoria park and field as an extension of our play opportunities.</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:

<b><u>I like the staff</u></b>	<b><u>Comments</u></b>	<b><u>Bear Pak Comments/Action</u></b>
<p>☺ 16            ☹ 4            😞 1</p>	<p>“kind, helpful”</p> <p>“I like the staff”</p> <p>“Sammy is the best”</p> <p>“because the staff shout a lot”</p> <p>“They help and play with us”</p>	<p>All staff are required to conduct themselves in a positive manner in line with our policies and procedures. Our behaviour policy indicates that positive reinforcements are used to promote positive behaviour and staff do not shout at children as a form of discipline. As there is a large group of children, to get the children’s attention, a member of staff will shout out that it is now tea time, tidy up time etc.</p>

		<p>We have a range of staff of different ages, backgrounds and experience which makes us a diverse team. Staff are utilised in the club with their individual abilities recognised.</p> <p>We operate ‘bubbles’ which is similar to a keyworker system to ensure that all children feel supported and have their voices heard. Although all staff are encouraged to get to know all of the children and build positive relationships with them.</p>
<p><b><u>I have friends at Bear Pak</u></b>  ☺ 17  ☹ 3  ⊗ 1</p>	<p><b><u>Comments</u></b></p> <p>“I do”</p> <p>“I don’t have friends”</p>	<p><b><u>Bear Pak Comments/Action</u></b></p> <p>Most of the children say that they have friends at Bear Pak. We reinforce children’s friendships with group games which are carried out on a daily basis. Whilst we encourage all children to participate in group games, we respect children’s decision should they choose not to take part.. If a child appears lonely or unhappy, staff will intervene and act accordingly.</p> <p>Children attend Bear Pak from various local schools which gives children the opportunity to make friends with other children across the community. We find this is especially beneficial to children as they transition to secondary school.</p>
<p><b><u>I like the games</u></b>  ☺ 15  ☹ 5  ⊗ 1</p>	<p><b><u>Comments</u></b></p> <p>“some of the games”</p> <p>“Because it breaks”</p> <p>“They are not fun”</p> <p>“group games”</p>	<p><b><u>Bear Pak Comments/Action</u></b></p> <p>We incorporate group games within the session as part of our daily routine. We will continue to carry out group games to promote socialising and team work amongst the children. Children choose which games they would like to play via a vote.</p> <p>We teach children to respect others and the resources we have at club. We remind them that if they break the toys, they are not easily replaced. All toys are checked for their</p>

		<p>fit for use before being set up for the children.</p> <p>All children are encouraged to participate but are free to choose other activities if desired. Children's choice is a strong part of Bear Pak and we will continue to work with children to ensure their interests are met.</p>
<p><b><u>I like the place</u></b></p> <p>☺ 15  ☺ 4  ☹ 2</p>	<p><b><u>Comments</u></b></p> <p>“close to home”</p> <p>“The things to do aren't fun”</p> <p>“nice to be with all my friends”</p>	<p><b><u>Bear Pak Comments/Action</u></b></p> <p>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 which children access on a rotational basis.</p> <p>We also have use of other secure rooms within the church where we can create activity focused spaces.</p>
<p><b><u>I like the food</u></b></p> <p>☺ 18  ☺ 2  ☹ 1</p>	<p><b><u>Comments</u></b></p> <p>“My favourite is tomato pasta”</p> <p>“my favourite is pizza wraps”</p> <p>“my favourite is pasta”</p> <p>“beans on toast”</p> <p>“fruit variety and enjoy choice at tea time”</p> <p>“curry and rice”</p> <p>“meatballs, pasta, gravy”</p> <p>“I love it”</p> <p>“The portions are too small and don't taste nice”</p>	<p><b><u>Bear Pak Comments/Action</u></b></p> <p>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. We take children's opinions into consideration when planning our menu, however to the menu is designed in line with the requirements of our Gold Standard Healthy Snack Award. The menu is produced as a 4 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>“ That we can play games and have parties”</p> <p>“loom bands”</p> <p>“the food”</p> <p>“playing with cars”</p> <p>“playing with friends”</p> <p>“the books”</p> <p>“climbing frame”</p> <p>“football”</p> <p>“Tea time”</p> <p>“lots of people to play and make friends with”</p> <p>“making dens with friends”</p>	<p>We will continue to provide children with a range of play experiences that children can choose to participate in. We listen to children to gain an understanding of their needs and interests and try our best to ensure that we accommodate these as much as possible.</p>
<p><b><u>What things do you dislike about the club?</u></b></p>	<p>“people hurting me/playing rough”</p> <p>“don’t like the books”</p> <p>“nothing”</p> <p>“when some children are mean”</p> <p>“downstairs”</p> <p>“noisy”</p> <p>“The food and we are not to bring electric devices.”</p> <p>“colouring”</p> <p>“too many people”</p>	<p>We encourage all children to maintain positive relationships and staff intervene where required. Whilst children are free to direct their own play, rough play e.g play fighting is not allowed at Bear Pak due to the potential risk of children becoming hurt.</p> <p>If a child does hurt another child, it is dealt with in accordance with our behaviour policy and parents are informed.</p> <p>Unfortunately, we do not allow children to bring in electronic devices as we cannot screen them and ensure that they are suitable for all children. However, we do have tablets that the children can use with pre-loaded games.</p> <p>We will take this feedback on board and continue to aim to meet the interests and preferences of children at club.</p> <p>As we are based within a large hall, it does get noisy. We try to set up the hall so that louder activities are situated away from quieter</p>

		activities and we always offer a quiet area with books/tv, blankets and cushions so that children can rest.
<b><u>Are there any things we could do better?</u></b>	<p>“We could have a bouncy castle/trampoline”</p> <p>“play more games”</p> <p>“parachute games”</p> <p>“bring the climbing frame”</p> <p>“Play football more”</p> <p>“more group games”</p>	<p>Bear Pak staff will continue to listen to and ask children what they would like to play with so that they can choose what toys they would like each day.</p> <p>Staff work hard to ensure that children enjoy their time at Bear Pak.</p>
<b><u>What toys or games would you like the club to buy?</u></b>	<p>“parachute games”</p> <p>“top trumps”</p> <p>“more cars”</p> <p>“dolls”</p> <p>“shopkins”</p> <p>“chess”</p> <p>“ps4”</p> <p>“monster toys”</p> <p>“super heroes”</p>	<p>As we are a non profit organisation, we rely heavily on funding and holding fundraising events.</p> <p>We have held an Easter party and a Christmas tombola, the proceeds of which were used to purchase new equipment for the children.</p>
<b><u>What is your favourite trip or special event?</u></b>	<p>“going to the museum”</p> <p>“the farm”</p> <p>“painting”</p> <p>“playing with friends”</p> <p>“loom bands”</p> <p>“musician statues”</p> <p>“Hamma beads”</p> <p>“Halloween party”</p>	<p>During the Summer, we held 1 trip per week which were enjoyed by all. Trips included bowling, a farm, museum, etc. We will continue to talk to parents, children and people within the local community as to what trips/events children would find most enjoyable.</p>

<p><b><u>Tell us your ideas for the club</u></b></p>	<p>“we could bake cookies”</p> <p>“to let people bring electric devices”</p> <p>“More group games”</p>	<p>We will take children’s opinions on board and use them to help us plan for future activities and trips.</p>
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**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:

<b><u>Question</u></b>	<b><u>Staff feedback</u></b>	<b><u>Comments/Action</u></b>
<p>Do you have good relationships within the team?</p>	<p>Not at all –0</p> <p>Rarely- 0</p> <p>Sometimes-0</p> <p>Mostly- 50%</p> <p>Always – 50%</p>	<p>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. Staff are informed of our overall mission upon initial employment and are required to work in accordance with our policies and procedures to ensure this is achieved. 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.</p>
<p>Do you feel supported by other members of the team?</p>	<p>Not at all –0</p> <p>Rarely- 0</p> <p>Sometimes-0%</p> <p>Mostly- 75%</p> <p>Always – 25%</p>	<p>Regular staff meetings are held to promote team work and ensure all staff feel supported within their roles. Staff receive regular supervisions where any issues can be discussed in privacy with their manager and addressed promptly. Staff not performing as expected are asked to attend a meeting where a plan can be implemented to improve performance.</p>

Do you feel supported by your managers?	Not at all –0 Rarely- 0 Sometimes-0 Mostly- 75% Always – 25%	Staff receive regular supervision meetings and there is always a senior staff member available to support staff.
Do you feel that staff duties are fair?	Not at all –0 Rarely- 25% Sometimes-0% Mostly- 37.50% Always – 37.50%	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- 37.5% Completely – 62.5%	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. This is revisited during appraisals. 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. However, as some members of the team feel that they are unsure of the expectations, this will be addressed during our next staff meeting.
Do you feel confident in sharing your ideas with the team?	Not at all –0 Rarely- 0 Sometimes-37.5% Mostly- 37.5% Always – 25%	We welcome staff feedback and value their ideas and opinions. We understand that not all members of the team feel confident speaking out in a large group, so we have a staff suggestion box where staff can post anonymous suggestions. The management team also regularly ask staff what they feel is working/not working and are there to support staff where needed. We also have a private staff page where members of the team can share ideas.

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?	“Regular team meetings and team building”  “Perhaps try to find more interactive activities and games to make sure that the children still find it enjoyable and fun whilst being safe and more manageable.”	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?	None	

### **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:

<b><u>Statement</u></b>	<b><u>Feedback from agencies</u></b>	<b><u>Action/Comments</u></b>
Bear Pak are approachable: 1. Not at all 2. Rarely 3. Sometimes 4. Mostly- 33.33% 5. Always – 66.67%	“Always friendly and caring”	Staff are required to remain approachable and professional at all times. We work hard to develop and maintain good communication links with schools to ensure effective communication at hand overs.
Bear Pak are easy to contact 1. Not at all 2. Rarely 3. Sometimes 4. Mostly- 33.33% 5. Always – 66.67%	No comments	Bear Pak can be contacted via phone, email, text message or or website at <a href="http://www.bearpak.co.uk">www.bearpak.co.uk</a> . During business opening hours, the phone is always answered.
Bear Pak are a professional service: 1. Strongly disagree 2. Disagree 3. Neutral 4. Agree- 33.33% 5. Strongly agree – 66.67%	No comments	We will continue to work hard to maintain a professional service for the local community.

<p>Would you recommend Bear Pak?          Yes – 100%          No</p>	<p>“As a school we are unable to recommend”</p>	<p>We will continue to work to maintain a positive and strong reputation within Penarth and the surrounding area.</p>
<p>How do you feel we could improve our service?</p>	<p>“The service is great”</p>	<p>We welcome feedback on how we can improve at all times throughout the year and not just via quality assurance. Recommendations are taken on board to meet the growing needs of local families.</p>
<p>Any other comments?</p>	<p>“Thank you for providing our wraparound care”</p>	