

### Bear Pak Quality of Care Review 2024

This report represents feedback that has been obtained via questionnaires that were completed by parents, children, staff, schools and other agencies who we work in collaboration with. Surveys were emailed to parents the local authority and schools and paper copies were issued to staff and children. For children’s feedback, a staff member sat and asked the questions to the children and were asked to record the feedback in a non-biased manner. 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 of care review is 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. This ensures that people feel their voices are heard, they have choices about their care, support and opportunities available to them.

Bear Pak currently have 148 children accessing our provision across our various sessions of nursery wraparound, after school and holiday club. For nursery wraparound, we have a maximum capacity of 18 children per session. For After School and Holiday Club, we have a maximum capacity of 56 children. Some children attend fixed days and sessions, whilst others attend on an ad-hoc basis. Bear Pak currently employs 23 members of staff, including a cook and temporary 1:1 practitioners to support children with additional needs.

#### Service user responses

Children: 9 questionnaires returned

Parents: 6 questionnaires returned

Staff: 5 questionnaires returned

Schools: 2 questionnaires returned

Comments: Unfortunately, this year yielded a poor return of questionnaires. To improve level of responses next time, an online shorter survey will be produced with the those who complete the questionnaire being entered into a prize draw to win a free session. Further feedback will be obtained following our next expected intake in September in the hope to receive more responses.

#### Summary of responses

Children:

All children attending club were given the opportunity to fill out a short, child-friendly questionnaire. The decision not to participate in completing the questionnaire was respected. Staff members helped the 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:

<u>I like the staff</u>	<u>Comments</u>	<u>Bear Pak Comments/Action</u>
☺ 9	“I like the staff because they play games with me.”	Staff continue to work hard to build a strong relationship with children so that they can understand and meet children’s individual needs and interests. This is reinforced by our key worker system. Whilst all staff support children, the key worker oversees their group at club and monitors their development in accordance with the Curriculum for Wales.
☹ 0	“Because they look after me and give me cuddles.”	
☹ 0	“Because they are kind”	
	“Because the staff help us”	

	“I like the staff because they are funny and smiley”	
<b>I have friends at Bear Pak</b> ☺ 9 ☹ 0 ☹ 0	<b>Comments</b> “lots of friends” “I have some friends in Bear Pak I like playing with” “I don’t have any my age”	<b>Bear Pak Comments/Action</b> Children who attend Bear Pak are happy with their friends and enjoy playing with children from the various local schools that we collect from. We find that this helps support a smoother transition to secondary school. 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.  This year we have had a higher intake of younger children aged 3-5 years. As some of our older children have moved on to high school, we now have few children aged between 9 and 11 years. A child- led meeting was held with our oldest children and they were asked how they currently feel at Bear Pak and what they would like to see improve at Bear Pak, including toys and equipment. As a result of this, whilst all children are free to play together, a designated area for older children has been created in after school and holiday club and some new equipment was purchased with funds raised from our bake sale.
<b>I like the games</b> ☺ 7 ☹ 2 ☹ 0	<b>Comments</b> “My Favourite is the train track!” “Duck duck goose” “I like all of them” “Better toys would be nice” “would like more up to date equipment”	<b>Bear Pak Comments/Action</b> Children are free to choose their activities at Bear Pak and we hold group games and circle time daily to promote socialising and communication amongst children. Children choose which games they would like to play and take it in turns to choose.  Children’s voices remain a strong part of Bear Pak and we will continue to work closely with children to discover what their interests are so that we can use these interests to enhance their development.  When fundraising events are held, the money raised is used to improve children’s experiences at Bear Pak and before it is spent, children are consulted via child-led meetings about what they would like to have at Bear Pak.
<b>I like the place</b> ☺ 9 ☹ 0 ☹ 0	<b>Comments</b> “It’s fun” “I like when we are allowed to watch films” “Loads of friends to play with”	<b>Bear Pak Comments/Action</b> After School, Holiday Club and Wraparound Club were merged together in April 2023 where all sessions are now accessed at the same site. Children loved the new addition of the school field which they have direct access to from the main hall. Children enjoy accessing the fixed sports equipment (goals and basketball hoops) available to them at our new venue. In the hall, Bear Pak are

		<p>also able to use the projector where we hold film evenings in after school and holiday club, along with using it to assist our 'Bear Pak's Got Talent' and singing sessions.</p> <p>The rooms used are divided up into a role play area, messy play, arts and crafts, quiet area and eating area. At nursery wraparound club, activities are planned in accordance with the Curriculum for Wales and are fun-based at After School and Holiday Club. During all sessions, children have direct access to outside. This year, we plan to raise money for a canopy to be installed outside our nursery wraparound building.</p>
<p><b><u>I like the food</u></b></p> <p>☺ 8 ☹ 1 ☹ 0</p>	<p><b><u>Comments</u></b></p> <p>"I love the pizza wraps" "I love the food" "My favourite is the bagels" "Meatballs and gravy would be nice" "Cold is better than hot"</p>	<p><b><u>Bear Pak Comments/Action</u></b></p> <p>Children attending morning and afternoon sessions at nursery wraparound or holiday club bring in packed lunches from home so the food is usually to their liking. During morning, afternoon and full day sessions, children are served a healthy snack. Children attending mornings or full days also receive breakfast. For after school and those attending PM holiday club, children are also provided with a tea time meal. Children get a choice of hot or cold food and the menu is varied and nutritious. All meals are followed by a piece of fruit. At all meal and snack times, children are provided with water or milk to drink and have free access to their water bottles or can help themselves to water throughout the sessions.</p> <p>Our menus are reviewed and updated every term and are led by children's feedback from the previous menu. We meet children's dietary requirements where required. Bear Pak also holds a Golden Healthy Snack Award issued by the Vale of Glamorgan and we will continue to work with them to promote healthy eating amongst children.</p>
<p><b><u>What is your favourite part of the club?</u></b></p>	<p>"everything" "the drawing" "playtime and snack time" "I love it when we play party games" "Being with my friends" "When we play in the garden on the slide and bikes"</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>“I don’t like the lego”</p> <p>“none of it”</p> <p>“ I don’t like it when the children argue”</p> <p>“When my friends don’t share”</p> <p>“more toys”</p>	<p>We will continue to work hard to ensure that children enjoy their experience at Bear Pak. Children will continue to be consulted regularly on what we can do to improve and facilitate their interests wherever possible. ai</p> <p>We encourage all children to share and play cooperatively and staff intervene where required to ensure children are playing fairly and sharing the equipment. Bear Pak will continue to fundraise to be able to purchase new equipment and toys for the children to enjoy.</p>
<p><b><u>Are there any things we could do better?</u></b></p>	<p>“more toys”</p> <p>“Get some more games out”</p> <p>“Buy more toys”</p>	<p>Whilst sessions are set up prior to children arriving in accordance to their ages, abilities and interests, children are able to access our other play equipment throughout the session by asking a member of staff.</p>
<p><b><u>What toys or games would you like the club to buy?</u></b></p>	<p>“More action figures”</p> <p>“Paw patrol and peppa pig toys”</p> <p>“Buzz lightyear toys”</p> <p>“new bikes and peppa pig house”</p> <p>“gymnastic toys”</p> <p>“ipad, ps4”</p>	<p>As we are a non profit organisation, we rely heavily on funding and holding fundraising events to be able to purchase new equipment. We will continue to work hard to source funding and raise money for the club and upon spending, these ideas along with further consultation with children will be taken into consideration.</p> <p>Bear Pak has recently purchased a wii and an ipad for the children to use.</p>
<p><b><u>What is your favourite trip or special event?</u></b></p>	<p>“bowling”</p> <p>“going to the farm”</p> <p>“cinema”</p>	<p>Trips and event days are held each week throughout the Easter and Summer holidays. Trips and events are planned to meet needs and interests of the cohort of children we have attending. These days are very popular with the children and we will continue to seek alternative places of interest each year and hold regular child-centred events.</p>
<p><b><u>Tell us your ideas for the club</u></b></p>	<p>“a playstation”</p> <p>“when we go home we could have a present such as a sweet.”</p> <p>“disco party”</p>	<p>We will continue to take children’s opinions seriously and use their ideas to help us improve. We have a prize box which is used to competitions and to promote positive behaviour. However, sweets will not be used routinely within the session as we aim to promote healthy eating amongst children.</p>

Parents:

Questionnaires asked parents to grade the service provided at our afterschool and holiday club. Questionnaires enabled parents to grade the service from 1 to 5 (1 being excellent and 5 needing improving).

<p><b><u>Quality of Service</u></b>          Excellent - 4          Very good - 2          Good - 0          Average - 0          Needs          Improving - 0</p>	<p><b><u>Comments</u></b>          “Always a prompt reply and helpful”           “Excellent- This is a friendly and child centred setting.”           “I receive feedback on my son and he is happy and content when he attends Bear Pak”           “I really value how flexible Bear Pak are. If they can help then I know that they will.”</p>	<p><b><u>Bear Pak Comments/Action</u></b>          We will strive to continue to provide a child-centred, professional service to local families. Parental feedback is encouraged via our website feedback form and through google reviews. No suggestions for improvement were made. However, we will review any issues as and when they occur. The team will remain approachable to parents and will receive regular training in continuing to meet Bear Pak’s aims.</p>
<p><b><u>Premises</u></b>          Excellent - 2          Very good -4          Good -          Average - 0          Needs          Improving - 0</p>	<p><b><u>Comments</u></b>          “The Fairfield premises are such a huge upgrade.”           “My son loves the outdoor space to run around and play.”           “I find them a little small”</p>	<p><b><u>Bear Pak Comments/Action</u></b>          Feedback regarding our move to Fairfield for all after school and holiday club sessions has been positive as our new premises has bundles of outside space available to children. In the event of adverse weather conditions, the hall along with use of classrooms are used to provide a mixture of sports, arts and craft, messy play and other activities.          This year, funding was obtained to improve our nursery wraparound building with new toilets, flooring to the bathroom area, new kitchen, external fire doors and steps. Whilst our nursery wraparound is a smaller provision, the space is divided appropriately to make all areas of play accessible which direct access to our own outside play area.</p>
<p><b><u>Play Equipment</u></b>          Excellent- 4          Very good - 2          Good - 0          Average-          Needs          Improving 0</p>	<p><b><u>Comments</u></b>          No comments received.</p>	<p><b><u>Bear Pak Comments/Action</u></b>          Equipment provided is set up daily with opportunities for free play, structured and focused activities and a rest area. Equipment is changed daily with a toy rota in place. Children are also encouraged to request equipment and activities if the equipment on show does not spark their interest.</p>
<p><b><u>Activities</u></b>          Excellent – 4          Very good - 2          Good - 0          Average - 0          Needs          Improving - 0</p>	<p><b><u>Comments</u></b>          “ I don’t know what activities are available unless I come inside at drop off”</p>	<p><b><u>Bear Pak Comments/Action</u></b>          As a result of this feedback, planning will be displayed on our website for parents to see. Daily updates of what children have been doing are also displayed on our social media page. Bear Pak will keep providing child-focused activities with ideas led by the children.</p>
<p><b><u>Food</u></b>          Excellent - 3          Very good – 1          Good -          Average -</p>	<p><b><u>Comments</u></b>          “I’m not sure what food is available for her to eat, when I ask she doesn’t tell me much.. but she seems happy.”</p>	<p><b><u>Bear Pak Comments/Action</u></b>          Our menu meets the requirements of our golden healthy snack award and we will continue to provide children with healthy food options. Our menu is displayed at club and on our website. This</p>

Needs Improving –  3 chose not to rate	“ I am not sure what is being offered every day and at what times.	is updated every term based on child feedback and seasonal changes. We recognise that giving children a voice in what they eat encourages them to make healthier food choices. Staff will be reminded to inform parents of what their child has eaten as part of handovers.
<b>Value for money</b> Excellent - 5 Very good -1 Good- Average - Needs Improving	<b>Comments</b> “This service has been a lifesaver for me offering affordable childcare that my daughter loves.”	<b>Bear Pak Comments/Action</b> Bear Pak strives to remain affordable for local families as a non-profit community organisation and any surplus is spent on providing children with special events, trips and equipment. Whilst fees have had to increase this year due to cost of living and minimum wage increases, Bear Pak remains one of the lowest cost childcare providers within Penarth.
<b>Quality of events</b> Excellent - 6 Very good - Good - Average - Needs Improving	<b>Comments</b> “My daughter always loves the different parties that you arrange.”  “I think the trips and events in the school holidays are brilliant and my son really enjoys attending.”	<b>Bear Pak Comments/Action</b> Our trip and event days continue to be very popular as they are planned to meet children’s interests and offer children various fun-based outings. Bear Pak will continue to consult children in the planning of trips and events.
<b>Managers</b> Excellent -6 Very good - Good - Average - Needs Improving -	<b>Comments</b>  “Approachable and helpful”  “Always a prompt reply and helpful”	<b>Bear Pak Comments/ Action</b> The managers will continue to maintain good relationships with parents and work in collaboration with them to provide children with the best care at Bear Pak.
<b>Staff</b> Excellent - 6 Very good - Good - Average - Needs Improving -	<b>Comments</b>  “seem to like their job and are helpful”  “Friendly and are always warm and welcoming”	<b>Bear Pak Comments/Action</b> We have had a few changes in staff this year due to maternity and some leaving to extend their careers. The new members of the team have settled in well and work with the team to continue to provide a high standard of care for children. All Bear Pak staff are recognised for their hard work and encouraged to develop their skills and knowledge with work based training. Staff have good working relationships with parents and children and we will continue to maintain this. During sessions, staff are utilised within the club for their abilities and strengths so that children gain a variety of support and opportunities.
<b>Meeting your needs</b> Excellent - 5 Very good - Good Average - 1 Needs Improving	<b>Comments</b> “ My only concern is about administration and organisation.. one thing that would really help is to send a list of dates that are booked for the coming month as part of the invoicing process.”	<b>Bear Pak Comments/Action</b> Bear Pak’s mission remains at striving to meet the needs of local families at an affordable cost. We will continue to offer ad-hoc sessions where available and other services such as drop offs and pick ups from extra-curricular activities.  This year, we have had a change in the administration team due to maternity leave and

		invoices are currently being done manually. However, management are looking in to the possibility of using a software to make invoicing and payments easier for parents to manage.
<p><b><u>Do you know who the playworkers are?</u></b> Yes -5 No -1</p>	<p><b><u>Comments</u></b> “I know some of their names but not all”  “Some by name and others only by sight”</p>	<p><b><u>Bear Pak Comments/Action</u></b> This year we have had staffing changes. Staff photos and names are displayed on our website and on our noticeboard at club. As some parents are not aware of all the staff, a link to our website detailing this information will be included within our next newsletter.</p>
<p><b><u>Do you use our additional services? E.g drop off and late pick up</u></b></p>	<p><b><u>Comments</u></b> “We use wraparound and holiday club”  “wraparound”  “later pick ups”</p>	<p><b><u>Bear Pak Comments/Action</u></b> We will continue to offer a range of services to parents and will continue to work with parents to meet their childcare needs.</p>
<p><b><u>How do you think we could improve our service to you?</u></b></p>	<p><b><u>Comments</u></b> “I think it is excellent as it is and can’t think of any improvements needed.”  “I don’t think you can”  “It would be nice to know the menu”  “please consider making the walks alternative days or just one way” (to use car transport).”  “Some more feedback of how my son has been”</p>	<p><b><u>Bear Pak Comments/Action</u></b> We will continue to work hard to provide a high quality childcare service to parents. As a result of feedback, a link to our menu will be placed in our next newsletter reminding parents of what week we are currently on.  At the moment, Bear Pak only has one vehicle to transport children to and from school. During bad weather, taxi’s are also used. Although we encourage children to walk as part of our healthy living ethos and environmental policy, we recognise that the walk can be tiring at times for our younger children and use the car wherever possible in these circumstances. We also intend to fundraise for a further vehicle.</p>
<p><b><u>Any other comments or suggestions</u></b></p>	<p><b><u>Comments</u></b> “I am very happy with the service you provide for us and will often recommend.” “  “We really appreciate the amazing childcare you give our son.”</p>	<p><b><u>Bear Pak Comments/Action</u></b> Word of mouth is Bear Pak’s usual method of registering new children and we will continue to work hard to maintain our reputation.</p>

**Staff:**

All members of staff were asked to complete the questionnaire anonymously.

<b>Question</b>	<b>Staff feedback</b>	<b>Comments/Action</b>
Do you have good relationships within the team?	<p>“Yes, I get on with everyone”</p> <p>“Yes, I have a good relationship with the team”</p> <p>“I do with some”</p> <p>“Yes but feel team work could improve”</p> <p>“I have a good relationship with all staff.”</p>	<p>We have undergone some changes to staff this year. However, the range of people employed of various ages and backgrounds helps to create a diverse and strong team. To welcome the new members of staff and to improve teamwork, a team building event is due to take place. This event will also be used to recognise the hard work and dedication our staff have shown to their roles.</p> <p>We also have regular staff meetings to ensure we are all working to the same goal. Any relationship issues are dealt with as soon as possible to avoid the dynamics of the team suffering.</p>
Do you get support from other team members?	<p>“Yes I do feel supported, however I feel sometimes there could be more teamwork at certain times.”</p> <p>“I do with some”</p> <p>“Yes, I do. I feel comfortable and supported by the team”</p> <p>“Yes, I can go to whoever for help.”</p>	<p>During the day to day sessions the team work well together to ensure all tasks are completed and the session runs smoothly. The team have welcomed the new staff this year and new starters shadowed long standing members of the team as part of the training process. Feedback from new starters has been positive and with team building exercises and staff meetings, we will continue to ensure staff feel supported within their roles.</p>
Do you feel supported by your managers?	<p>“yes, they will always try and help”</p> <p>“Yes, I feel supported by all of them”</p> <p>“Yes, always ready and always willing to help”</p>	<p>Feedback has been very positive from staff and managers will continue to support the team. Staff receive supervisions every 3-6 months and informal conversations and meetings are held in between. Staff are given ample opportunities to share their ideas and discuss any issues throughout the day and through regular staff meetings. We have a staff page which is monitored by management and an anonymous suggestion box on site which is checked regularly.</p>
Do you feel that staff duties are fair?	<p>“yes, however sometimes things can land on the same people.”</p> <p>“yes”</p> <p>“yes staff duties are fair always but some members of staff don’t look to see what jobs they are on”</p> <p>“yes but I feel it’s not quite fair for pick ups and drop offs.”</p>	<p>Jobs are fairly allocated daily and a cleaning rota is displayed to make clear who is due to complete what task. Staff are required to sign upon completion so that duty allocation can be monitored. Staff are aware that all tasks are imperative to ensure the health, safety and successful running of the club.</p> <p>To maintain consistency for children, school pick ups and drop offs tend to remain the same. Usually the keyworker assigned to a particular group of children will be assigned that school to collect from. However, this may be changed from time to time due to staff sickness in order to ensure all school collections are meeting required ratios.</p>
Do you understand your	<p>“Yes, I understand my role.”</p>	<p>Bear Pak staff have clearly defined roles and responsibilities as detailed within their job</p>



role clearly and what is expected of you?	<p>“Yes”</p> <p>“I understand my role and responsibilities.”</p>	<p>descriptions. Job descriptions are reviewed within appraisals to ensure staff understand expectations. Upon induction, new members of the team shadow other members of staff to put into practice what their listed duties are. Management are also on hand to offer daily support. We follow a routine so that both staff and children understand how the club operates. Upon moving to our new premises, staff were required to attend a refresher training session.</p>
Do you feel confident in sharing your ideas with the team?	<p>“yes”</p> <p>“ I do with some”</p> <p>“yes I feel very confident in sharing my ideas and carrying them out”</p>	<p>We want staff to feel valued and respected within their roles and part of this is hearing and taking on board their ideas for improvement. Ideas shared are taken seriously, discussed as a team and implemented where appropriate. Staff are encouraged to share their ideas on a daily basis and also within our staff meetings.</p>
Would you recommend Bear Pak as a good place to work?	<p>“yes, the staff are friendly and I enjoy my job”</p> <p>“yes, I would recommend it as I enjoy the routine.”</p>	<p>All members of staff would recommend Bear Pak as a good place to work. We will continue to work hard to motivate staff and meet their needs so that we can continue to develop a good reputation.</p>
What can we do to improve Bear Pak?	<p>“Members of staff to supervise toys so that they are not lost or broken, so that we have toys for all ages”</p> <p>“have more frequent one to one meetings as not everyone contributes to staff meetings.”</p> <p>“ I feel more teamwork and planning could be more structured.”</p> <p>“share pick ups and drop offs more”</p>	<p>A staff meeting will be held with an anonymous suggestion box included to encourage all staff to share their ideas. Staff and children will be reminded to take care of toys so that they do not become lost or broken.</p> <p>School pick ups and drop offs will continue to be arranged in accordance with keyworker groups, however should any member of staff struggle with escorting children to and from the premises, we strongly encourage them to seek support from management do that adjustments can be made.</p> <p>With the introduction of the curriculum for Wales, planning is guided by the children’s needs and interests with plenty of opportunities for in the moment planning. Whilst planning still exists as a guide, sessions will remain child led with our practitioners acting as facilitators for children’s play and learning.</p>
Any other comments	None	

Feedback from Agencies:

Questionnaires were handed out to all of the schools that we collect from and also the local authority. The agencies were asked to circle whether they agreed with the comment by stating – strongly agree, agree, neither agree or disagree, disagree or strongly disagree. Out of all the agencies, only two feedback forms were returned and their feedback is shown below:

<b>Statement</b>	<b>Feedback from agencies</b>	<b>Action/Comments</b>
Bear Pak are approachable: 1. Strongly agree – 2. Agree 3. Neither agree or disagree 4. Disagree 5. Strongly disagree	“Members of staff are always friendly and approachable”	Staff are expected to remain professional at all times and be a positive representative of the club.
Bear Pak are easy to contact 1. Strongly agree – 1 2. Agree – 1 3. Neither agree or disagree- 4. Disagree 5. Strongly disagree	“When needed, we can contact you”	Bear Pak can be contacted via email, through the Bear Pak phone 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 agree – 2 2. Agree – 3. Neither agree or disagree 4. Disagree 5. Strongly disagree	“parents and staff appreciate the service, especially the wraparound care for the nursery children”	Staff are required to be professional at all times as they are responsible for the care of children. Any staff behaviour that affects this is dealt with in accordance with our disciplinary policy.
Are there any ways to improve the service?	“no, we have always worked together well. No concerns.”	We will continue to work in collaboration with local primary schools.
Please feel free to add any other comments	“We find staff approachable and friendly.”	

Wellbeing

Children’s wellbeing is paramount at Bear Pak and staff work hard to ensure that children’s well-being is promoted and upheld at all times. Children have a strong voice at Bear Pak and their views are taken into consideration in providing children with the best individual care. This is reinforced via the implemented Curriculum for Wales, where children’s ideas are strongly encouraged so that they can guide their own play and learning. Children attending our nursery wraparound provision have their development monitored via observations which are then recorded and reviewed within their individual development books. Planning is then derived from the areas in which children require additional support, along with their shared ideas through regular circle time. During after school and holiday club, child led meetings are held so any issues or areas of improvement can be discussed and plans can be implemented to improve our service wherever practically possible.

We use a bubble keyworker system at Bear Pak to promote relationships between staff and children. We find this helps staff to understand children well and helps them adapt their approaches to meet individual needs. Within all sessions, staff encourage children to guide their own learning by supporting them in

their choices to direct their own play and facilitating this through providing an inclusive environment that enables children to be safe and free to be independent. This provides children with the foundation to develop their confidence, individuality and self-esteem. Bear Pak also works closely with the local authority to help provide care for children with additional learning needs, providing 1:1 support where required and helping them to ease back into education. This year, we are pleased to have supported many families who struggled to find alternative provision to meet their child's individual needs.

Our wellbeing policy is reinforced within daily practice by maintaining a child-centred provision, recognising and celebrating individual differences and promoting them by:

- Respecting children's likes and dislikes.
- Providing children with nutritious snacks, meals and drinks.
- Challenging any discrimination, bullying or behaviour which may have a negative impact on well-being.
- Supporting parents and carers.
- Providing an environment that supports freedom of choice of activities and play.
- Recognising and rewarding children's achievements e.g stickers, certificates and displaying children's work.
- Supporting children in expression of feelings in a healthy way- via our feelings mirror, calm zones, role play areas and circle time sessions.
- Staff receive support to manage their own well-being and this year we have introduced a 4 day working week to some roles to improve work-life balance.

#### Action/Comments

We will continue to work in collaboration with staff, children and their families to ensure that all people's wellbeing is prioritised through regular communication and review of our organisation. Our wellbeing policy will be reviewed at least annually and any changes will be made clear to all service users.

Well-being rating based on evaluation of feedback and observation:

Excellent	X
Good	
Adequate	
Poor	

#### Care and Development

We ensure that at all times, NMS ratios are adhered to as a minimum. Regular practice exceeds these ratios. Staff within these ratios are employed based on their experience, skills and qualifications with many staff extending their skills via work based training with ACT. Staff are also required to complete core training in Paediatric First Aid, Safeguarding, Health and Safety, Food Hygiene and Prevention against radicalisation. Upon joining our organisation, employees are signed up to our online training network where they can access a range of further training courses, such as behaviour management and ALN. We work closely with local Secondary schools, offering paid employment and training to 6<sup>th</sup> form students who often attended Bear Pak as a child. Some of which are now some of our qualified practitioners.

All staff are dedicated to their roles and have good relationships with children and their primary caregivers. This is represented by the positive feedback from children and parents. Staff ensure that children's needs are always put first and that they receive the best care by:

- Creating and maintaining a welcoming, inclusive and child-centred environment.
- Supporting children's development through play based learning and assisting them in achieving their own desired outcomes through praise and encouragement.
- Being positive role models.
- Promoting independence via teaching self-care, pouring drinks and making healthy choices.
- Recognising parents as primary caregivers and working with them, along with local schools to provide consistency in care.
- Implementing individual support plans.
- Promoting positive behaviour through positive reinforcement e.g behaviour charts.
- Monitoring children's development and working with other agencies such as speech and language therapists to support children's development.
- Children's progress is shared with parents regularly and any concerns for development discussed with parents before any support measures are implemented.
- Children are free to direct their own play.
- Children are given clear boundaries.
- Trips and outings form a regular part of our service offerings which helps children relate key learning principles to the real world.

Children's feedback represents that children feel well cared for and happy to attend Bear Pak. To ease transition for children, we offer settling in sessions for all children at no cost to parents before attending booked sessions. This enables children to meet the team, other children and familiarise themselves with the routine and environment. As we collect children from various schools, we often find that children recognise other children attending already which eases the settling in process. As we operate our sessions within one room, we do not separate siblings, unless children choose to participate in an activity that may be taking part in another part of the building e.g outside and cookery.

#### Action/Comments

We will continue to listen to children, to build on their interests and involve them in all planning. Nursery parents will be kept updated of their child's progress through termly reports. When children leave nursery wraparound, their development books will be given to parents which can also be shared with schools when children start reception. Daily postings on our social media page will ensure parents of children attending all wraparound, after school and holiday club sessions are kept aware of what their child has been doing whilst at Bear Pak. Regular meetings will be held with staff so that they can evaluate the setting and incorporate their ideas to extend our care for children within the current cohort. This year, we have achieved a Bronze Welsh Promise Award and we plan to carry out work to achieve the Silver Award. We intend on providing regular refresher training to all staff in carrying out handovers, communicating with parents, supporting them in completing formal training to enable them to carry out their roles to the best of their abilities to continue to provide children with a high standard of care.

Care and Development rating based on evaluation of feedback and observation:

Excellent	
Good	X
Adequate	
Poor	

#### Environment

This year, our after school and holiday club moved to merge to the same site as our nursery wraparound club. Our nursery wraparound club is held within a portacabin which Bear Pak has exclusive use of, including our own separated outside play area. Our after school and holiday club is a pack away service.

During operating hours, Bear Pak has exclusive use of the hall which leads onto a large field and junior toilets. When not in use, Bear Pak can also use other playgrounds and areas of the school such as the library. Breakfast and snack between 8am and 3.30pm term time is prepared and served using kitchen facilities located within the wraparound building. For after school and holiday club, children are served snack and a choice of hot or cold meal which is prepared in the school nursery kitchen.

All areas used by Bear Pak are safe and secure for children, staff and visitors. External doors are operated via a coded/fob system. External gates are secured with lock and key. Extensive risk assessments are conducted and reviewed at least annually and in between on an as and when required basis. Accident forms are reviewed every 3 months, including near misses to ensure measures are implemented where necessary to reduce risks. The premises are kept clean and presentable. Communal areas are kept clean by cleaners and Bear Pak operate a cleaning rota to ensure all aspects of the environment and equipment are kept clean and hygienic.

Bear Pak are registered with environmental health and conform to their regulations and standards. Food areas are kept clean and food is stored, handled and prepared safely by food safety trained staff only. Staff are required to read and sign that they agree to adhere to kitchen house rules and HACCP procedures which are reviewed at least annually. Bear Pak currently hold a hygiene rating of 4 and recommendations from our previous inspection have been actioned so that we can achieve a level 5 upon our next inspection.

The environment is divided up into various zones so that children can freely move between and access a range of activities, e.g role play area, arts and craft area and quiet area. Outside, children can access sporting equipment, slides, sand pit and resources are set up and shared between inside and outdoor space to create a seamless flow of play. All equipment and resources conform to BS EN regulations and are checked for their suitability for intended use by the ages, stages and abilities of children. Activities offered are adapted where needed to meet the individual needs of children. This year, we have supported quite a few children with additional needs. Therefore, we have developed our sensory resources to meet specific needs of children who attended. Children's work is proudly displayed, giving children a sense of belonging. A routine is implemented, however it is interchangeable to facilitate children's play where required.

Within the environment, children are encouraged to be independent by having freedom to choose activities, child friendly toilets and wash basins, and water stations where children are encouraged to pour own drinks. At snack times, children also take in turns to distribute and collect plates and cups. Children also often carry out cooking activities and consume these for snack. Feedback from some of our older children has resulted in us creating a designated area in after school and holiday club where our oldest children can have a separate area to relax, socialise and participate in activities such as smaller beaded bracelet making and the wii.

Since our previous CIW inspection, we have made improvements to our environment based on recommendations by the inspector. We have installed a junior toilet in addition to our infant toilet to accommodate children aged 6+ attending breakfast club, have had a new kitchen area installed, new entrance and exit steps, fire doors and developed our outside area with rubber matted flooring and a new fence with gate.

During holiday club, we offer 1 trip day a week which children thoroughly enjoy. We also work with the local authority who offer funding for children to enable them to attend play sessions and trips that they would otherwise be unable to usually access. Offering the 30 hour funding childcare also provides lots of children with access to our provision and parents only have to pay a small top up for trips and event days.

#### Action/Comments

To improve the environment further, we intend to fundraise to have a canopy built outside so that children can access the outdoors in all weathers. We also intend to use money raised to purchase new equipment

based on children's suggestions. We will continue to maintain a safe, secure and welcoming environment for all.

Environment rating based on evaluation of feedback and observation:

Excellent	
Good	X
Adequate	
Poor	

### Leadership and Management

Bear Pak has a strong management team who all have recognised child care and play qualifications at a minimum of Level 3 and the Responsible Individual also holds Leadership and Management qualifications. The not for profit organisation is driven by the requirements of the local community with a Board of Directors consisting of parents, members of the local community, responsible individual and person in charge. The Board of Directors meet every 6-8 weeks. This, ensures that the company remains driven by meeting all children's needs and that staff are kept focused on achieving this aim. The National Minimum Standards are adhered to at all times and exceeded wherever possible. The Manager is the Person in Charge who oversees the daily running of club and a deputy is placed to offer cover in her absence. As a contingency, a Senior Child Care Practitioner is also employed. The Responsible Individual is an employee of Bear Pak and is regularly on site to offer support and guidance. Managers receive regular supervisions and appraisals as per the rest of the team and management meetings are held weekly to discuss and update the development plan so that any action required can be shared with staff. Staff feedback shows that staff feel strongly supported by the management team. This year, we have also introduced an Administrator role who is in charge of bookings, producing registers, fee management and other administrative duties. The introduction of this role has provided management with more time to focus on supporting staff and the day to day management of the sessions.

Policies and Procedures are kept up to date by being reviewed at least annually and upon any changes to legislation or updated guidance. Part of this review is carrying our research and Bear Pak is registered with Clybiau Plant Cymru who keep us informed of any updates and recommendations. When in receipt of recommendations, policies are updated accordingly and shared with parents and staff on our website and a copy is always available at club within our parent file. This year, we have worked with Cwmpas to develop our Welsh Language, Equality and Diversity and Environmental policies. Operational plans and our Statement of Purpose are also reviewed at least annually and any changes to these or our polices are shared with CIW and service users.

Staff are able to access free online training and we access further in person training via the Vale of Glamorgan and ACT. The course is funded by Bear Pak and staff are paid their usual rate of pay to attend. Although we have had some members of staff leave this year, the majority of staff are long standing employees and our staff turnover of play workers and child care practitioners is low. This is because all staff and volunteers work hard to ensure that Bear Pak remains a positive, inclusive organisation for both children and staff. Staff often spend their own time contributing towards fundraising events and seeking donations of items for Bear Pak. This creates a real sense of community amongst the team and local families.

Attendance of children fluctuates throughout the year and due to moving, we did lose some children from our regular bookings, however since the start of the new school year, numbers have increased and we have a waiting list in operation for some sessions. Some parents have also reserved places for the next nursery intake of children. Holiday club remains very popular and we often operate at full capacity. Overall, Bear Pak operates well and there are no concerns of the continuity of the business. Accounts are managed internally via an accounting software are but reviewed and submitted to companies house by a

registered accountant annually. The report by the accountants is then used to form part of the budget that is created annually by the Responsible Individual.

Action/Comments

Bear Pak will continue to keep in place it's monitoring systems and review the leadership and management regularly. A staff training and development matrix is in place to ensure that supervisions, appraisals and training are all carried out within the designated time periods. Any changes and updates to leadership and management will be made clear to all service users and CIW.

Leadership and Management rating based on evaluation of feedback and observation:

Excellent	X
Good	
Adequate	
Poor	

Report produced by: Laura Williams

Position: Managing Director (Responsible Individual)