

## Bear Pak Wraparound 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 this year for parents, schools and other agencies to obtain anonymous feedback. To obtain 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 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

19 families that are currently using Bear Pak Wraparound Club were sent a link to complete an online questionnaire via survey monkey. Out of 19 service users, only 4 completed the online questionnaire. The questionnaires asked parents to grade the service provided at our wraparound 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 – 0%</li> <li>3. Average – 0%</li> <li>4. Good- 25%</li> <li>5. Excellent- 75%</li> </ol>	<p><b><u>Comments</u></b></p> <p>“friendly, safe place for my child”</p> <p>“My sons love Bear Pak. The staff know them really well.”</p>	<p><b><u>Bear Pak Comments/Action</u></b></p> <p>We will continue to provide a high quality child care service and work hard to meet the requirements of local families. We have a keyworker system in place where staff get to understand children and use this knowledge to provide play experiences to enhance their development and interests.</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 – 0%</li> <li>4. Good- 75%</li> <li>5. Excellent- 25%</li> </ol>	<p><b><u>Comments</u></b></p> <p>“Good size facilities and location”</p>	<p><b><u>Bear Pak Comments/Action</u></b></p> <p>Our wraparound club is situated within the grounds of Fairfield Primary School which is local to lots of facilities and other schools. The building sits within grounds containing a</p>

		large field which Bear Pak have access to during the Summer. This year we have also had our outside area developed which has created a secure outside play space that can be accessed all year around.
<p><b><u>Play Equipment and Activities Available</u></b></p> <ol style="list-style-type: none"> <li>Needs drastic improvement - 0%</li> <li>Needs some improvement – 0%</li> <li>Average – 0%</li> <li>Good- 50.00%</li> <li>Excellent- 50.00%</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 have developed our resources which include a mud kitchen, fruit planters, role play equipment and other toys. We regularly seek funding to be able to purchase further equipment for the children that meets their needs and interests. The activities provided are organised in accordance with the new curriculum for Wales. Whilst children are encouraged to participate in activities, children are given free-choice to self-direct their play and experiences.</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 – 0%</li> <li>Good- 50.00%</li> <li>Excellent- 50.00%</li> </ol>	<p><b><u>Comments</u></b></p> <p>No comments</p>	<p><b><u>Bear Pak Comments/Action</u></b></p> <p>Children attending Bear Pak nursery wraparound sessions are required to bring a packed lunch from home for their lunch. We provide children with breakfast, a morning and afternoon snack that meets the requirements of the Welsh Assembly Government’s Food and Nutrition for Child Care Settings guidance.</p> <p>The snack menu is updated and reviewed regularly. 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>No comments</p>	<p><b><u>Bear Pak Comments/Action</u></b></p> <p>As a non profit organisation, we will continue to work hard to</p>

<ol style="list-style-type: none"> <li>2. Needs some improvement – 0%</li> <li>3. Average – 0%</li> <li>4. Good- 50%</li> <li>5. Excellent- 50%</li> </ol>		<p>keep our prices affordable for local families. We are registered to offer 30 hour child care funding, tax free child care and work based child care vouchers in order to assist parents in paying for their child care requirements. Unfortunately, we did have to increase our prices slightly to cover the increase in staff wages due to the living wage increase. However, a price comparison across similar service providers shows that Bear Pak is still proving to be a more affordable option for parents.</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- 25%</li> <li>5. Excellent- 75%</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 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. This year we have had a change in management which was made clear to parents within our newsletter.</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- 50%</li> <li>5. Excellent- 50%</li> </ol>	<p><b><u>Comments</u></b></p>	<p><b><u>Bear Pak Comments/Action</u></b></p> <p>Our diverse team continue to work hard to develop good relationships with children parents and carers. This year, we held an Easter party where we invited parents and children to attend. We hope to hold more of these events going forward to expand our relationship with parents and the local community.</p> <p>Bear Pak staff will continue to be</p>

		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.
<u>Does Bear Pak meet your needs?</u> 1. Yes- 100% 2. No – 0%	<u>Comments</u> “safe, fun for my child”	<u>Bear Pak Comments/Action</u> We will continue to work with parents to provide a flexible, high quality service which meets their needs.
<u>How can we improve our service to you?</u>	<u>Comments</u> “Automated system for bookings and payments.”	<u>Bear Pak Comments/Action</u> We have started researching into the possibility of having a bookings software and we are hoping to have this set up within the next year.

### Children’s Feedback

All children attending club were given the opportunity to fill out a short, child-friendly questionnaire. 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> ☺ 7 ☹ 0 ☹ 0	<u>Comments</u> “they’re kind” “I like all staff in Bear Pak” “I like the staff, they are nice”	<u>Bear Pak Comments/Action</u> Staff are required to conduct themselves at all times in a positive and professional manner in line with our policies and procedures. Staff continue to work hard and build a strong relationship with children so that they can understand their needs and interests. This is reinforced by our key worker system where the keyworker is assigned based on who each child bonds with the most. They then oversee the child at club and monitor their development in accordance with the curriculum for Wales
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<p><b><u>I have friends at Bear Pak</u></b></p> <p>☺ 7  ☹ 0  ☹ 0</p>	<p><b><u>Comments</u></b></p> <p>“loads”</p> <p>“I have loads of friends”</p> <p>“I have a lot of friends”</p>	<p><b><u>Bear Pak Comments/Action</u></b></p> <p>The children at Bear Pak are happy with their friends and enjoy playing with children from the various schools we collect. We are a small site which reinforces children’s friendships further. 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.</p>
<p><b><u>I like the games</u></b></p> <p>☺ 7  ☹ 0  ☹ 0</p>	<p><b><u>Comments</u></b></p> <p>“Musical statues”</p> <p>“Babies”</p> <p>“Yes I do”</p>	<p><b><u>Bear Pak Comments/Action</u></b></p> <p>Group games form a part of our daily sessions and circle time. We continue to carry out these to promote socialising amongst the children and to improve their communication skills. Children choose which games they would like to play and take it in turns to choose.</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 so that we can use these interests to enhance their development.</p>
<p><b><u>I like the place</u></b></p> <p>☺ 6  ☹ 0  ☹ 1</p>	<p><b><u>Comments</u></b></p> <p>“Lots of colouring”</p> <p>“It’s too small”</p> <p>“I like all the toys</p>	<p><b><u>Bear Pak Comments/Action</u></b></p> <p>The room is divided up into a role play area, messy play, arts and crafts, quiet area and eating area. Children also have direct access to our secure outside area which has had a huge development this year so that children can access it all year around. Children are also able to use the other play ground facilities when not in use by the school.</p>

<b><u>I like the food</u></b>	<b><u>Comments</u></b>	<b><u>Bear Pak Comments/Action</u></b>
☺ 7 ☹ 0 ☹ 0	“Crackers I like”  “Tasty”	Children attending morning and afternoon sessions bring in packed lunches in from home so the food is usually to their liking. Our afternoon and morning snack menu is varied and nutritious and children are provided with water or milk to drink. The snack menu is reviewed and updated every term. Children have free access to drinking water which they can help themselves to or ask a member of staff for help. Our breakfast club menu includes a choice of cereals, fruits and breads along with milk or water to drink. We meet children’s dietary requirements where required.
<b><u>What is your favourite part of the club?</u></b>	“ Making dens” “Bikes, garden” “The parties” “Playing with toys” “Having friends to play with” “Snack time”	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.
<b><u>What things do you dislike about the club?</u></b>	“I don’t like some of the toys as I get bored playing with them” “When my friends are not here” “I don’t like the walking to after school club”	We will continue to aim to meet the interests of all children and take on board their preferences for the club.  We rotate our toys regularly with our after school club to ensure that children are offered variety of play resources.  Part of our sustainability and healthy living ethos, we encourage all families to walk to and from Bear Pak and incorporate this within our school pick ups and collections. However, if the weather does not permit safely walking to and from schools due to snow, extreme wet weather etc, we use

		alternative transport such as our Bear Pak car and taxis.
<b><u>Are there any things we could do better?</u></b>	“Have a train track house”	Bear Pak swill continue to listen to children’s ideas and opinions and implement them wherever reasonable practical.
<b><u>What toys or games would you like the club to buy?</u></b>	“Minecraft” “Bouncy castle” “Trampoline” “Fairies” “Toy story toys”	As we are a non profit organisation, we rely heavily on funding and holding fundraising events. We will continue to work hard to source funding to purchase new equipment and toys for the children. At such time, we will consult with children about what they would like to have at club.  Whilst we are unable to have a bouncy castle and trampoline due to storage, we will take these ideas on board when planning our next trips and events.
<b><u>What is your favourite trip or special event?</u></b>	“trips” “party games” “to watch tv” “painting”	Our trips have now recommenced since the summer which were enjoyed by all. We will continue to listen to children’s ideas of places to go and what interests them.
<b><u>Tell us your ideas for the club</u></b>	“Bouncy castle”	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. 6 out of 7 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?	<p>Not at all –0 Rarely- 0 Sometimes-0 Mostly- 16.67% Always – 83.33%</p> <p>“Some differences of opinion”</p>	<p>Our team consists of people of various ages, backgrounds and experiences. With that, there will be differences of opinion. We encourage staff to share their opinions so that we can develop our practices and provide the best service.</p> <p>We maintain that at a minimum 80% of staff are qualified in a recognised qualification to CIW and at least 50% of staff are qualified to a minimum of level 3.</p> <p>We encourage all members of staff to work as a team to ensure the smooth operation of the club. This is reinforced by regular staff meetings to ensure that everyone is working towards the same goal and that any issues can be addressed by the management team. These meetings also provide opportunity for team building exercises and training.</p>
Do you feel supported by other members of the team?	<p>Not at all –0 Rarely- 0 Sometimes-0 Mostly- 66.67% Always – 33.33%</p> <p>“very supported all team members”</p>	<p>The management team work hard to ensure that duties are allocated fairly so that the team can support one another.</p> <p>We are a small team which eases communication amongst staff. To support communication, regular staff meetings are held so that each member of staff can share their ideas and any concerns.</p> <p>Staff also receive regular supervisions where performance is monitored and any issues can be discussed in privacy with their manager and addressed promptly so that staff feel supported and confident within their role.</p>



<p>Do you feel supported by your managers?</p>	<p>Not at all –0 Rarely- 0 Sometimes-0 Mostly- 33.33% Always – 66.67%</p> <p>“Excellent support from management”</p>	<p>There is always a manager on site to support the team and regular supervisions and appraisals are carried out 1:1. The wraparound site is managed daily by the wraparound leader. This year we have had a change to our management team. Managers will continue to work hard to ensure continuity and consistent support for staff.</p>
<p>Do you feel that staff duties are fair?</p>	<p>Not at all –0 Rarely- 0 Sometimes-16.67% Mostly- 83.33% Always – 0%</p> <p>“Some staff members work harder than others”</p> <p>“Some staff members feel duties are not always shared out fairly”</p>	<p>The manager will ensure that jobs are allocated equally and fairly so that it is not the same people on the same tasks all the time. The manager will also monitor individual performance to ensure roles and responsibilities are being carried out effectively and that good team work is being maintained. A team building meeting will be held to discuss the importance of sharing the work and to encourage the team to work together more.</p>
<p>Do you understand your role clearly and what is expected of you?</p>	<p>Not at all –0 Rarely- 0 Somewhat-0 Mostly- 0% Completely – 100%</p> <p>“But sometimes have to ask repeatedly for items necessary to complete duties and tasks assigned”</p>	<p>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 then revisited during staff appraisals. Staff also receive regular supervisions where staff can work with their manager to produce short term targets. 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. The comment about requiring resources will be addressed by implementing a system in where staff can write down what they need so that items can be purchased with our weekly activity and food shop.</p>
<p>Do you feel confident in sharing your ideas with the team?</p>	<p>Not at all –0 Rarely- 0 Sometimes-25% Mostly- 33.33% Always – 66.67%</p>	<p>We value staff ideas and opinions and we encourage the sharing of these through our private staff page on social media, our</p>

	“Have no problems sharing ideas”	suggestion box and through regular team meetings.
Would you recommend Bear Pak as a good place to work?	Yes- 100% No- 0  “Overall management and staff are very supportive of each other which makes for a goof working environment.”	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?	“More staff on busier school runs”  “Having extra staff in to cover unexpected leave circumstances, having more time to complete development files, ensuring staff complete cleaning jobs before they leave so it isn’t left to the 2 people left behind as extra”  “More communication or handover procedure between staff regarding children, particularly if staff are on different shifts and/or are part time.	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. The management team have organised a staff meeting to discuss the mentioned issues. Since the feedback from questionnaires, another member of staff has been employed to work at our wraparound centre.  A handover book has been implemented – staff will be reminded to use this within our staff meeting.
Do you have any other feedback you wish to add?	No comments	

### **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	No comments	Bear Pak can be contacted via phone, email, text message or our website at <a href="http://www.bearpak.co.uk">www.bearpak.co.uk</a> .

4. Mostly- 33.33% 5. Always – 66.67%		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.
Would you recommend Bear Pak? Yes – 100% No	“As a school we are unable to recommend”	We will continue to work to maintain a positive and strong reputation within Penarth and the surrounding area.
How do you feel we could improve our service?	“The service is great”	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.
Any other comments?	“Thank you for providing our wraparound care”	