

## **Quality of Care Report 2023**

Rascals is registered with Care Inspectorate Wales (CIW) to provide out-of-school care for up to 40 children, ages four to eleven. It is committed to continuously improving the quality of the out-of-school childcare it offers to children and their parents.

Rascals after school club is a sole trader. Stephanie Peppin, the club manager, is the registered person responsible for the operational running of the club and the person in charge of day-to-day activities. The service is open from 15.30 to 17:45 on Mondays and from 15:30 to 18.00 Tuesdays through Fridays during school terms.

Our success as a childcare provider can be measured in multiple ways, including our longevity in the sector despite the challenges posed by the pandemic. Having been in operation for 28 years, we have consistently received positive feedback from satisfied parents, some of whom joined our waiting lists years in advance.

In addition to our longstanding presence in the community, we also conduct annual surveys to gauge our children's and their parents' satisfaction levels. We value their opinions greatly and use their feedback to identify areas for improvement, implementing their suggestions whenever feasible. Our dedication to improving all the time and ensuring both children and guardians are happy has made us known as a trusted and reliable childcare provider in the area.

### **Leadership and Management**

Stephanie Peppin reviews the CIW standards each year to ensure that the club continues to be compliant. In addition, she prepares a Quality of Care report. The treasurer manages the club's finances and collects parents' payments.

Three staff (the Manager and two playworkers) are qualified to level 3 childcare, with one further member of staff holding a level 2 childcare qualification and another holding an NNEB. The Manager ensures that all staff receive training for safeguarding, first aid, and food hygiene. New members of staff receive induction training, and an annual appraisal takes place in the autumn term for all staff. The staff work well together and make a good team.

The staff actively promote equality of opportunity and anti-discriminatory practices for all children. There is an equal opportunities policy in line with the Equality Act 2010 which is understood by all staff and communicated to parents. There is also a complaints procedure in place in the club, for which all parents and children have been made aware. In addition, the club has an extensive web page which provides parents with all the information they need on the running of the club. This page is very well used by parents.

## Care and Development

The Club Manager is assisted by 8 assistant play workers over the course of a week. We work to ensure that staffing levels are a ratio of 1 to 8 for children aged 4 to 11 years old. Staff collect children from their classes at the end of the school day and bring them to the club.

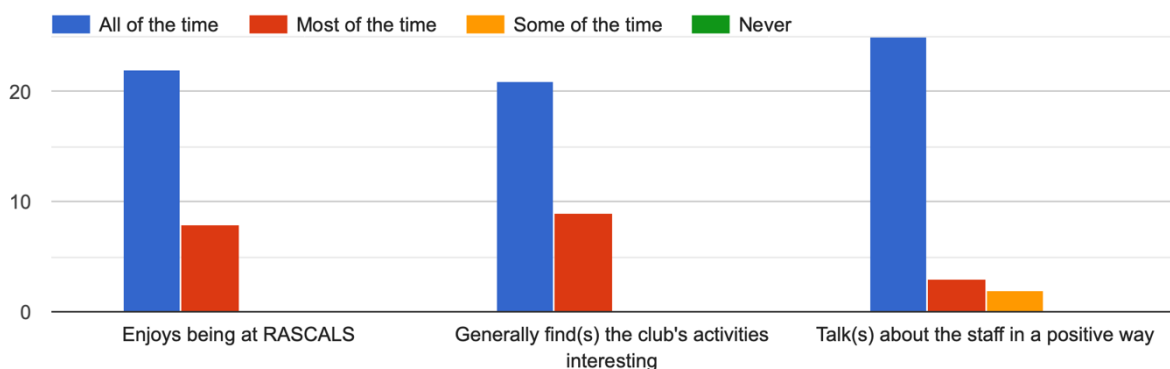
All parents sign a contract with the club prior to or during a child's first session. Parents also fill in an information sheet which shows staff what each child's individual needs are, e.g., medical, and dietary. The club keeps records about the children, including their personal details, their needs and emergency contacts in a locked cabinet.

No child is allowed into the club if they're experiencing symptoms of being unwell. Parents are informed of any illnesses or accidents that occur during club hours. The club carries a First Aid box, and there is always a member of staff on duty who is first aid trained. The club has a clear policy on the administration of medication. Parents can consent for prescription medication to be given to a child, providing they are well enough overall to attend the club, and their condition is not contagious. The club keeps records of any medicines administered.

The club also has a clear Behaviour Management Policy, including approaches to dealing with bullying. All staff adopt a positive approach and encourage the children to behave well through good role-modelling, praise, respect, and clear expectations of behaviour. Staff observe the children at play to ensure they are interacting positively.

We are delighted to report that Rascals After School Club is performing exceptionally well, as per the feedback from the parents and carers of the children who use our services. Based on the questionnaire responses from 50% of parents, we can confidently say that most children enjoy being at Rascals. In addition, all parents reported that their child or children enjoy being at Rascals either "most of the time" or "all of the time."

My Child/ren (please tick the most appropriate box in each row):

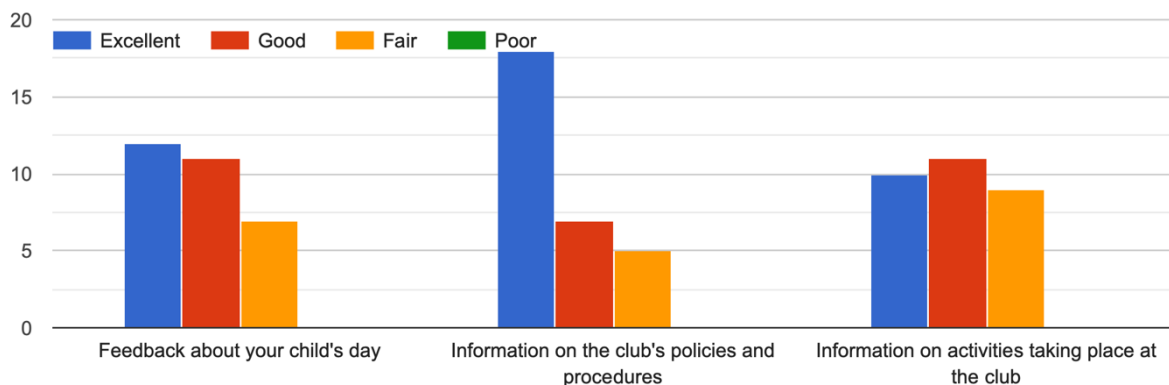


All parents say that their child or children find the club's activities interesting "most of the time" or "all the time." Moreover, the positive feedback regarding our staff is genuinely heart-warming, with 92% of parents reporting that their child or children talk positively about the staff either "most of the time" or "all of the time."

One parent stated, "My daughter is always happy to attend. The Rascals team is really lovely and lots of fun. She loves crafts and is always really proud of the things she makes." Another parent said, "My children love the staff and enjoy various activities. They always come home with crafts they have made. They enjoy the topical and themed activities. The activity they enjoyed most was making the fruit kebabs and fruit faces; they had eaten them before we even got home."

We also take pride in our communication with parents and carers, as demonstrated by the high percentage of positive responses received when asking about the quality of feedback provided about their child's day (57% rated it "excellent") and information provided on the club's policies and procedures (78% rated it "excellent"). Additionally, parents rated the quality of information on activities taking place at the club as "good" or "excellent" in 64% of responses.

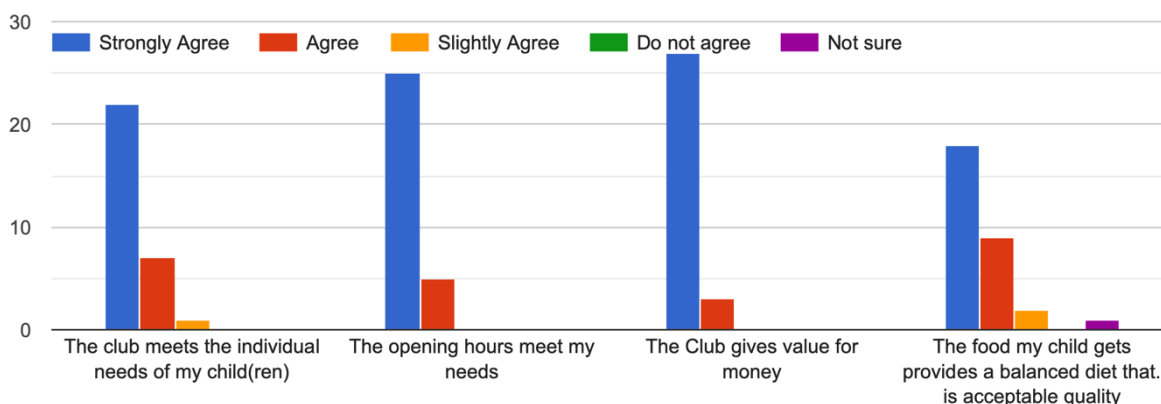
How do you rate the quality of each of the following? (Please tick the box that applies in each row)



Our commitment to meeting each child's individual needs is demonstrated by the fact that 96% of parents either agreed or strongly agreed that Rascals After School Club meets the individual needs of their child or children. Also, all the parents agreed or strongly agreed that the club's hours work for them, and 96% agreed or strongly

agreed that the club gives value for money.

### Childcare



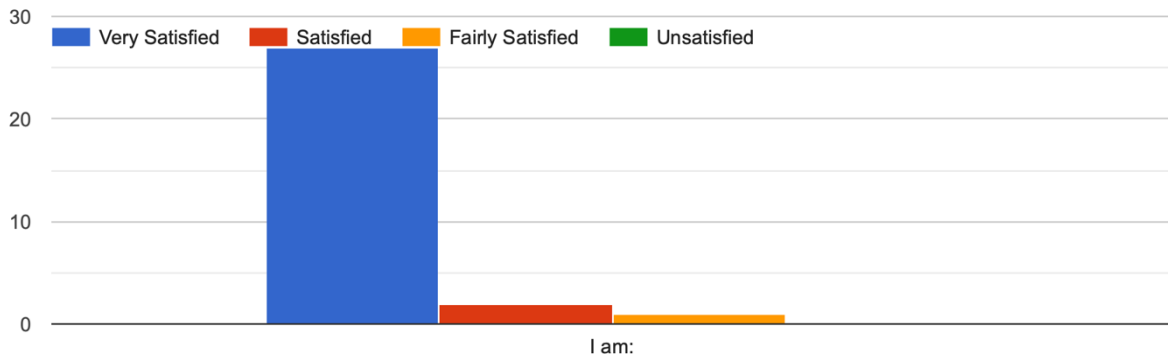
It is also essential to note that we asked parents and carers about their views on how Rascals continues to respond to covid. The feedback was overwhelmingly positive, with many parents expressing gratitude and appreciation for the measures put in place to ensure the safety of their children. One parent stated, "I think Rascals do a fantastic job in challenging circumstances," while another commented, "The team are amazing and made sure the environment was more than safe." Other parents acknowledged the difficulty of the situation, with one stating, "Very well in a challenging environment," and another noting that Rascals worked "within necessary restrictions" while still providing excellent care. Overall, the responses indicated a high level of confidence and satisfaction with the actions taken by Rascals.

### Wellbeing

We are also pleased to report that 92% of parents were satisfied or very satisfied with Rascals After School Club's service.

Parents noted that the staff at Rascals provided fantastic service and outstanding care for their children. One parent stated, "We're delighted with the care both our children have had over the years from Rascals and would highly recommend Rascals." Another parent commented, "I am very happy and glad my children have been able to attend."

Overall, how satisfied are you with the service provided by RASCALS?



The responses to the questionnaire indicate that the needs of those who use the service are being met and that the club does an excellent job caring for and assisting children. One parent said, "Such a great service for making sure my boys are safe and doing a lot of different things in a friendly way." Another parent expressed, "My child enjoys Rascals. Thanks a lot to the team for keeping Rascals a happy and safe place for our children."

These numbers show that Rascals After School Club is an excellent service that gives children a place to go after school that is safe, fun, and stimulating. We are pleased with our accomplishments and look forward to continuing to serve our parents, carers, and children with distinction.

With a range of activities available every day, the children can choose to play independently with activities (e.g., Lego, game consoles, arts and crafts etc.) or join staff on more planned and supervised tasks that alternate throughout the year, e.g., seasonal crafts, religious celebrations, bingo etc.)

Children are encouraged to be independent in storing & retrieving their bags and coat, choosing activities, and tidying up after themselves.

Children are consulted regularly about what they want to do and what activities and resources should be available. When asked if they enjoyed being at Rascals, the majority of children responded positively. Most children enjoy their time at Rascals because they can spend time with friends from their own and other years. In addition, many children appreciate the variety of entertaining and engaging activities. Some children mentioned that they enjoy arts and crafts, while others noted that they enjoy playing video games or using the computer.

This year, a wide range of new resources have been purchased in response to children's requests, including a new computer/xbox games, equipment, board games and arts and crafts materials.

Rascals provide a warm and enjoyable atmosphere for the children who attend.



The lane leading up to the hall has also been resurfaced this year and is usually swept twice a year.

## **Evaluation**

In conclusion, we acknowledge that as a childcare provider, there is always an opportunity to improve. This may include enhancing our digital communication and presence, or regularly revisiting our resources and selection of toys and activities to stay current with the preferences and interests of the children using our service. By continuously seeking to improve and adapt, we are committed to providing the best possible experience for the children in our care and their families.