

Quality of Care Report 2025

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 and is responsible for the operational management of the club and its day-to-day running. The service is open from 15.30 to 17:45 on Mondays and from 15:30 to 18.00 on Tuesdays through to Fridays during school terms.

Our success as a childcare provider can be measured in multiple ways. Having been in operation for 29 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 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 constantly improving our service 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 comply. She also prepares the club's Quality of Care report, manages the club's finances and collects parents' payments.

Three staff members (the Manager and two playworkers) are qualified to level 3 playwork qualification, with one further member holding a L2app playwork qualification and another two working toward full Level 2 Playwork qualifications. The Manager ensures that all staff receive safeguarding, first aid, and food hygiene training. New staff members receive induction training, and an annual appraisal takes place for all staff in the autumn term. 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, of which all parents and children have been made aware. In addition, the club has an extensive web page that provides parents with all the information regarding the club's management. This page is very well used by parents.

Care and Development

The Club Manager is assisted by 7 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. Staff collect children from their classes at the end of the school day and bring them to the club.

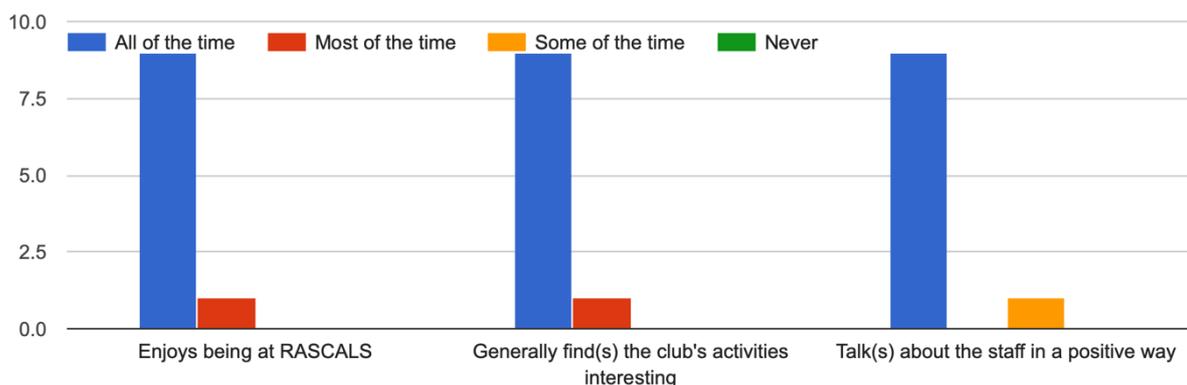
All parents sign a contract with the club before or during a child's first session. Parents also fill in an information sheet showing staff each child's needs, e.g., medical and dietary. The club keeps records about the children, including their personal details, needs and emergency contacts, in a locked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

Children are not permitted to attend the club if they are experiencing symptoms of illness. 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 to prescription medication being 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 behaviour expectations. Staff observe the children at play to ensure they are interacting positively.

Feedback from parents and carers shows a high level of satisfaction with the service provided by Rascals After School Club. Based on the questionnaire responses, parents reported that their child or children enjoy being at Rascals either "all of the time" (90%) or "most of the time" (10%). Parents also responded that their child or children find the club's activities interesting "all the time" (90%) or most of the time" (10%). Parents also responded that their child or children find the club's activities interesting "all the time" (90%) or most of the time" (10%).

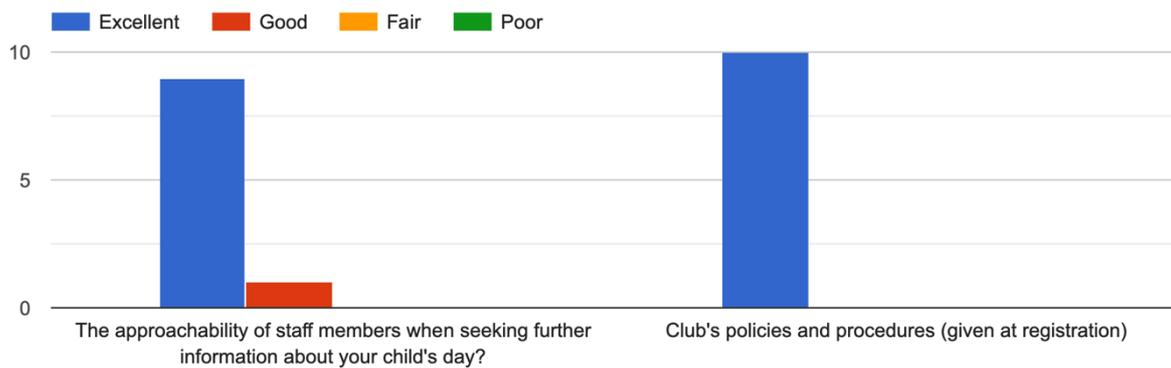
My Child/Children (please tick the most appropriate box in each row):



Moreover, the positive feedback regarding our staff is genuinely heart-warming, with 90% of parents reporting that their child or children talk positively about the staff "all of the time", with the remaining 10% answering "some of the time". One parent stated, "[Child's name] enjoys Rascals very much and always speaks very highly of the staff and activities", and another also added "All three of our children have enjoyed coming and talk highly about the staff and activities they do."

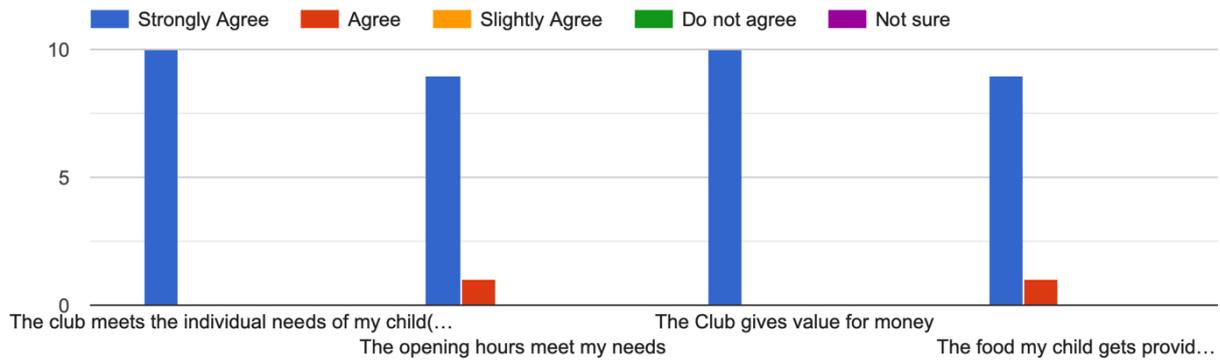
We also take pride in our communication with parents and carers, as demonstrated by the high percentage of positive responses received when asking about the approachability of staff members when seeking further information about their child's day and the quality of club policies and procedures (given at registration). 90% of parents ranked staff approachability as Excellent, with the remaining 10% rating it Good. 100% of parents also placed policies and procedures at Excellent.

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 100% of parents strongly agreed that Rascals After School Club meets the individual needs of their child or children. Furthermore, all parents agreed or strongly agreed that the club's hours worked for them and provided value for money.

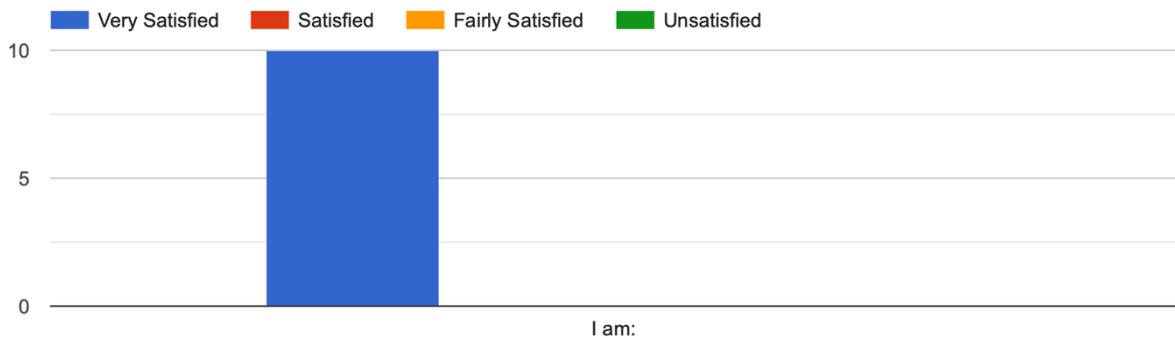
Childcare



Wellbeing

We are also pleased to report that 100% of parents were very satisfied with Rascals After School Club's service.

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



Parents noted that the staff at Rascals provided fantastic service and outstanding care for their children. One parent stated, "The Rascals Team are excellent and we are, and have always been, comfortable and confident in sending our children there. The setup is fantastic, and the children are always happy when we pick them up". Another parent commented, "[Child's name] loves coming to Rascals. I feel comfortable at work knowing that she is happy and is being looked after by a bunch of wonderful women!!"

Children were quick to echo this opinion in our Children's Questionnaire. 100% of children responded "Yes" when asked, "Do you feel safe and comfortable at Rascals?" and indicated that they felt comfortable asking staff for assistance. We also asked the children if there was anything we could do to improve safety or comfort, to which all children responded, "Nothing" / "No". These responses indicate that Rascals offers a welcoming and inclusive environment where children can thrive.

The questionnaire responses 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, " Staff are amazing" and another said "Lovely craft activities". 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 and retrieving their bags and coats, 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, all of the children responded positively, with comments like "Yes I do like being at rascals because there's always a range of activities" and even one child stated "It's a bit sad when I **can't** go to Rascals".

Most children enjoy their time at Rascals because they can spend time with friends from their own and other years. 100% of respondents said that they made new friends whilst at Rascals. 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 more board games, Xbox/Nintendo Switch games, Slime, and arts and crafts materials.

Environment

Rascals is based in the 2nd Rhiwbina Scout Hall. The club has access to a well-equipped kitchen, newly fitted accessible toilets, a large main hall (including a play area, reading area, and toy kitchen) and an extensive field.

A wide range of toys and play materials are available to the children, which are accessible and appropriate for their age. In addition, there are sufficient chairs and tables available.

The Manager visually inspects the premises and equipment to ensure safety before commencing activities. Playworkers are also encouraged to report faulty or broken

equipment and to ensure they are removed from the area safely. Any problems are reported to the Manager.

Negotiations with the property owners occur regularly, and several improvements have been made to the kitchen and bathrooms. In addition, the club has flower tubs and a bird box.

Fire drills are held termly to ensure all children and staff know the evacuation procedure. Smoke detectors are fitted throughout the building, and fire blankets and extinguishers are located around it. These are checked annually by FireRite.

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

Evaluation

In conclusion, we acknowledge that there is always an opportunity to improve as a childcare provider. Priorities for further development include enhancing digital communication with parents and regularly reviewing resources, toys, and activities to ensure they continue to meet children's interests and needs.