

**Ewloe Green After School Club  
Annual Quality of Care Review  
January 2025**

Completed by  
Carol Taylor – Club Co-ordinator

## **Part A – Service details and views of those who use the service.**

### **Focus Area**

#### **Background**

This Quality of Care Review has been based on the improvement of service of our Morning and After School Club and sustainability of our Holiday Club.

#### **Bookings**

The bookings for Morning Club have improved this term with more children being booked in daily. The After School Club is fully booked on most of the days for the next school year. The Holiday Club continues to be quieter and running at a loss financially.

Some Parents continue to work from home and children are not attending the Morning and Holiday Clubs as much. This year we have not been open some of the Holiday Club half terms and Training Days due to lack of bookings. Parents have been consulted prior to each half term and holiday to gauge interest.

#### **Finances**

The club is a non-profit making service for parents needing quality childcare. The Club overall continues to be financially unstable. The staff wage continues to rise and running costs have increased but we intend to keep the costs affordable for parents and at this point have no plans to increase the cost of fees.

We continue to look at ways to improve the service we offer in order to increase the numbers of children attending.

After consultation with the Childcare Development Officer from Clybiau Plant Cymru regarding grants, there were none that we met the criteria for. We do continue to receive some financial support for our children with Additional Needs. This helps to fund part of a member of staff's wage for the time the children spend at the club. I have been advised to look at any specialist equipment that can benefit our children and will consult the children, support staff and ALNCo at School.

#### **Safeguarding**

For the safeguarding of our children we have a locked gate security system.

Due to the logistics of the Club to make this system work for After School Club we have a pickup from the gate system in place whereby two Club staff escort the children to the main school gate at set times. Parents have the option to choose from four collection times which are:

- 4.15pm
- 4.45pm
- 5.15pm
- 5.45pm

As staff we find this system to be very efficient and safe. We have an electronic booking system for the children which produces a daily register and so Club Supervisors and Playworkers know exactly which children they have at any time to escort them to the pick-up gate.

### **Outdoor Provision**

We are continuously building on our outdoor provision for play, to give the children every opportunity for free play. We have use of the Celtic Village, Outdoor Classroom, Trim Trail with Climbing Wall, Amphitheatre, Forest Schools Area, Musical Instruments, Sand & Water, Picnic Areas and open free spaces on the Field and School Yards. This year the school have introduced chickens into the outdoor space with their own large chicken coop and outdoor space. During the Holiday Club children have helped to feed them and collect their eggs. The beginnings of an outdoor gym area have been installed for the children to make use of which will be expanded in the next 12 months.

We have a garage sized store shed with various outdoor play toys including, scooters, balance bikes, play balls, tennis and badminton set, football goals, large outdoor construction toys, play kitchen, prams and dolls, skipping ropes, hoops etc...

### **Indoor Provision**

The indoor areas we use for Morning, After School and Holiday Club are as follows:

- A Mobile Classroom at the back of the school. This unit has a large main room and kitchen with table space for 16 children to be seated during snack time. There are also 2 toilets in this building. We use this space during After School Club and Holiday Club. Club staff follow the programme displayed on the notice board, but activities are very much child lead. During bad

weather the children chose to play with the vast range of toys and games on offer or choose to get involved in the art and craft activities on offer each day. Children can choose to display their 'work' on the children's gallery wall or take it home. Inside the mobile there is floor space for construction, lego, dressing up, cars and track etc.. there is a quiet area and imagination areas. During the holidays baking and cooking activities take place too.

- The School Hall offers a large space for the rest of the children to use during Morning, After School and Holiday Clubs. Tables are stored in a cupboard at the back of the hall and are easily put up for children to have their snack. During bad weather the children have many choices indoors too. We have a large store cupboard filled with indoor activities, plus two cube storage units which house arts and crafts, construction toys, magnets, games etc...again children decide what activities they would like to get involved in.
- On occasion the hall will be used during After School Club time and so we use the Year 6 Area which has 2 classrooms and 2 toilets. Club staff take activities for the children to use whilst they are there.

### **Methods of collecting views**

Customer satisfaction questionnaires were sent out to parents. Children have a voice and are continually involved in decision making. Staff members and management are asked for their views and suggestions.

### **Views of the children: -**

- We hold meetings with children who attend the Clubs. We gather ideas through conversations, drawings and written requests.
- Questionnaires are completed by the children who attend the clubs.
- Younger children are given help to complete them. Playworkers read the questions to them. All suggestions from the children were their own opinion. Once the forms are completed, I compile the results.
- Observations of play and games are made.
- Reference is made to our participation policy.
- Children's Ideas are discussed and actioned moving forward.

### **Views of the parents: -**

- Parents are invited to complete a questionnaire via a Google Survey. This is a customer satisfaction survey and invites them to put forward any ideas for change or improvement.
- New parents with Reception age children have an opportunity to visit the club to find out more information when they attend their 'Open Day' for school. Several new parents made enquiries about places for their children starting in September by phone, email, and text messages. Most of them had either seen our page on the school website or through friends or work colleagues whose children attend the clubs. There is information about the club on our page on the school website which includes a parent carer handbook, policies, procedures and forms to complete. Parents of children joining the club during the year are welcome to visit the club beforehand to help them make an informed choice.
- Our current Parents keep in touch with me daily through our text and/or our email system.
- Emails and general questionnaires are sent out to parents prior to the start of each half term. Prior to and during Holiday Club parents are informed of intended activities. Parents make suggestions including activities for holiday club which are taken into consideration.

### **Views of the staff: -**

- Staff meetings are held. Results from the surveys are discussed. Staff can discuss ideas and make suggestions.
- Supervision meetings / Formal appraisals take place to discuss work practices and training required. Although training is offered as and when it becomes available and when needed.
- Daily contact and discussions take place with staff and issues are addressed as soon as they are practicably able.
- Parents can have brief discussions to pass messages at drop off and pick up times. Supervisors pass messages on to me if they cannot answer parents' queries.

### **Views of other professionals: -**

- The Club is a member of Clybiau Plant Cymru Children's Clubs.
- The Club is a member of Play Wales who provide advice and literature on a regular basis on play. We refer to 'Y Bont' for ideas and latest news on legislation.
- I receive regular emails from CIW regarding updates.
- Support received from Business Development Officer from Clybiau Plant Cymru included advise on applying for grants for the club and training needed.
- We complete a Cashflow forecast for the following 2 years.
- I consult on a regular basis with the school ALNCo regarding children's needs.

- Meetings held with the Club's Management Committee to discuss all aspects of the Club.

### **Numbers Involved**

**Number of children who took part in the latest survey from After School Club – 64**

**Parents who responded to the survey – 60.**

**Telephone and email enquiries regarding enrolling children for September 2024 and holiday club - 8 recorded.**

**Clybiau Plant Cymru Development Officer – 1.**

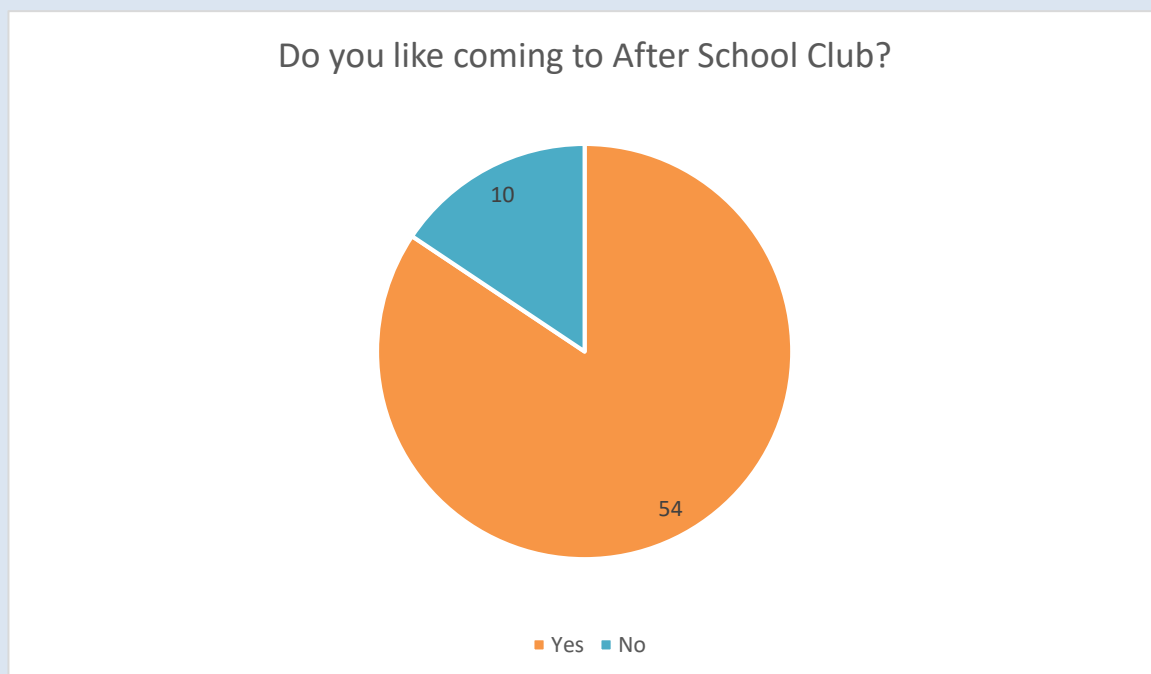
**School ALNCo – 1.**

**Management Committee – 3 members.**

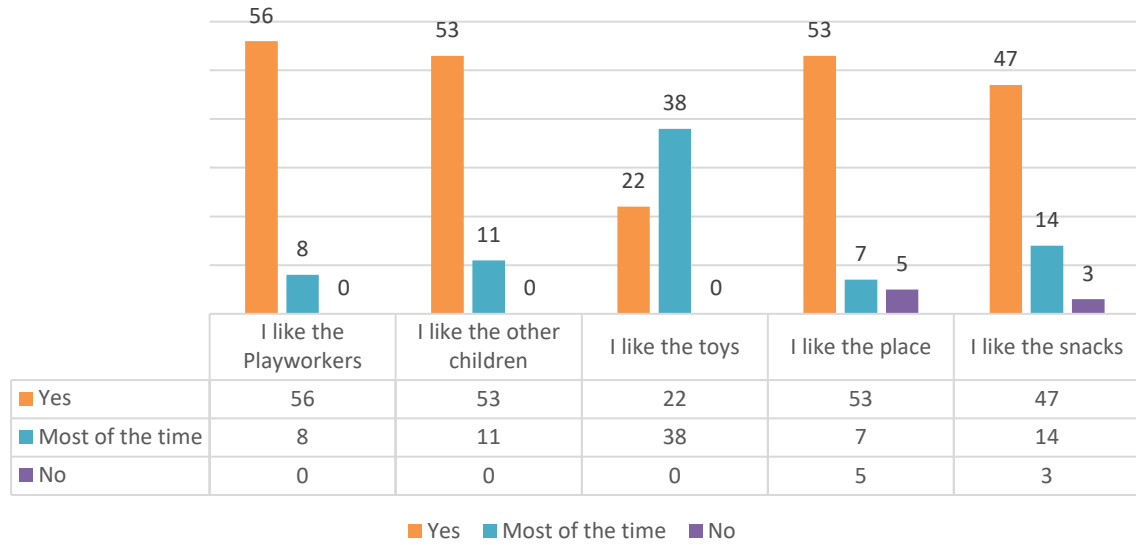
### **Summary of responses**

#### **Children's Survey**

The questions asked were based on customer satisfaction, below are some examples of the results:



## What do you think about the following things at Ewloe Green After School Club



The children were asked what they enjoyed about the club. Here are some of their answers.



## Summary

We continue to develop and encourage the play element of the club. Most of the children enjoy coming to club to see their friends and the outdoor play which includes playing in the various areas, sporting activities such as football, tennis, netball, playing on the scooters/push bikes, with hoops and balls and skipping. They enjoy playing in the forest school area during holiday club, in the waterplay and with the outdoor musical instruments. Older children enjoy hanging out with their friends. Children have enjoyed caring for the chickens again this Summer and collecting the eggs.

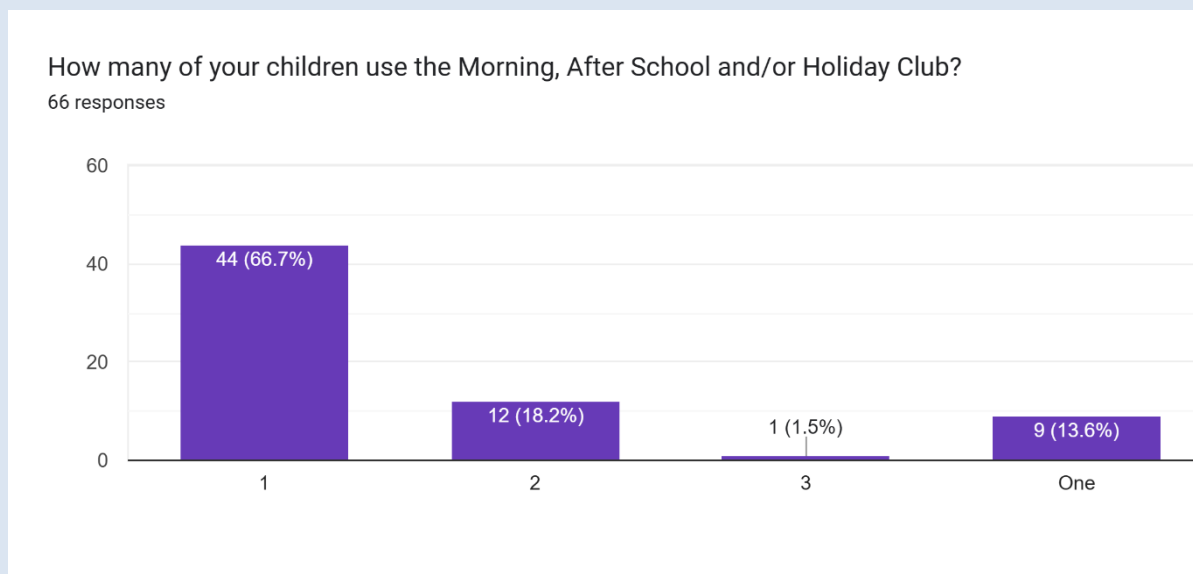
Most of the children's comments were positive. The majority stated that they didn't dislike anything about coming to club.

## Suggestions for improvements

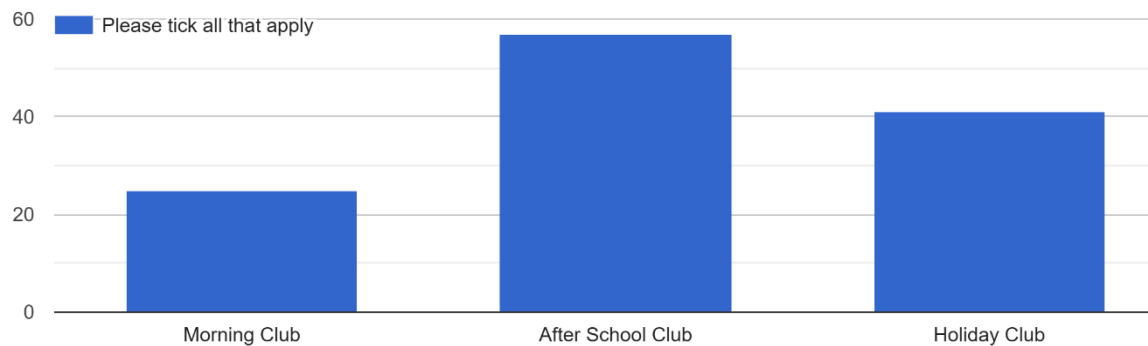
- Go outside every day
- More toys and more paint
- More scooters
- Water slide.
- Blocks
- Craft like bracelet making stuff
- Play outside longer
- Do gymnastics
- Trampoline

## Parent/Carers Survey

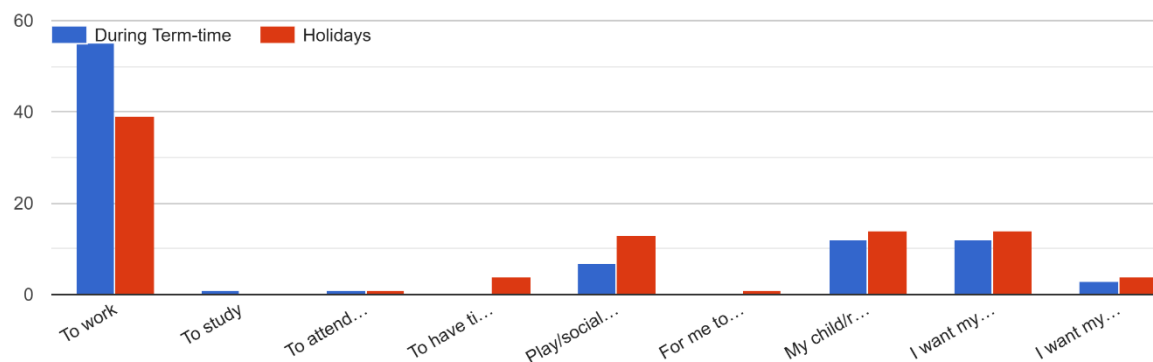
The Parent/Carer Customer Survey was sent out via a Google form and completed in September 2024 by 66 parents. Here are the results:



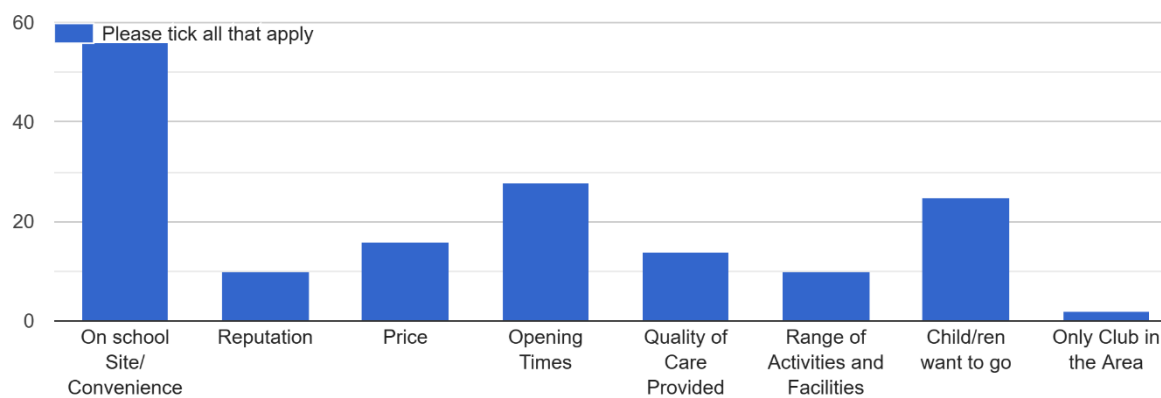
### Which of the following Clubs do you use for your child/ren?



### Why do you use childcare? (please tick all that apply)

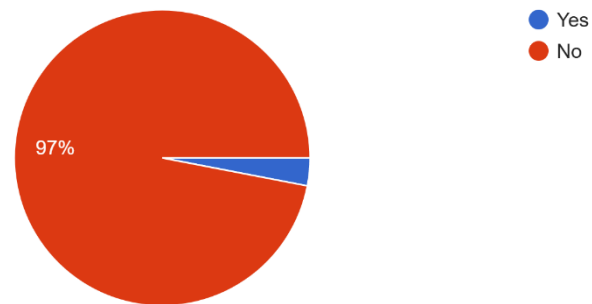


### Why did you choose to use the Clubs?



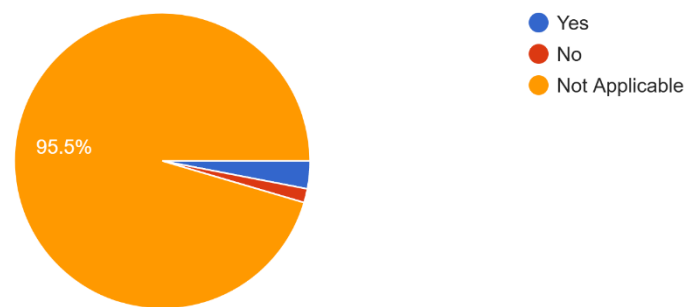
### Does your child have Additional Needs?

66 responses



### If you answered yes to the previous question, are these needs being met by the club?

66 responses

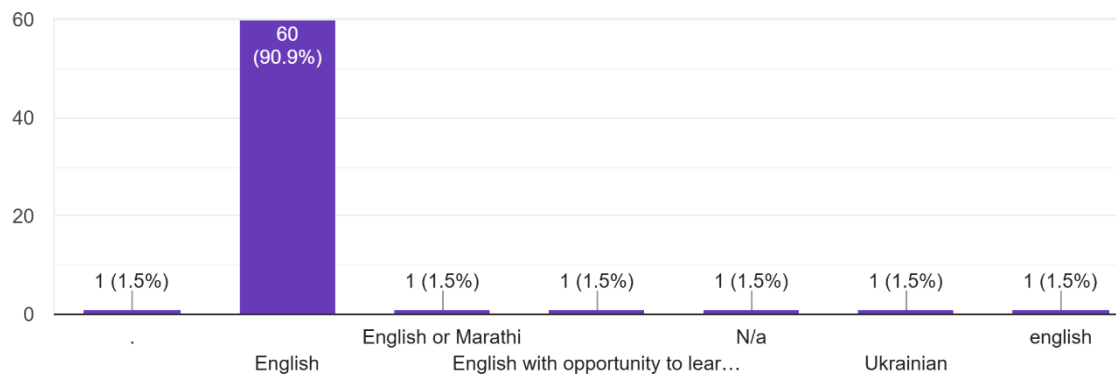


### If needs are not being met, what extra support does your child/ren need to attend the club? 4 responses

- 
- None
- More activities for older children would be great
- N/A

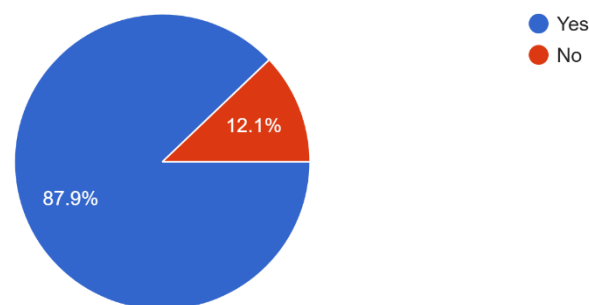
### Which language would you prefer for childcare provision?

66 responses



### Are you happy with the club opening times?

66 responses



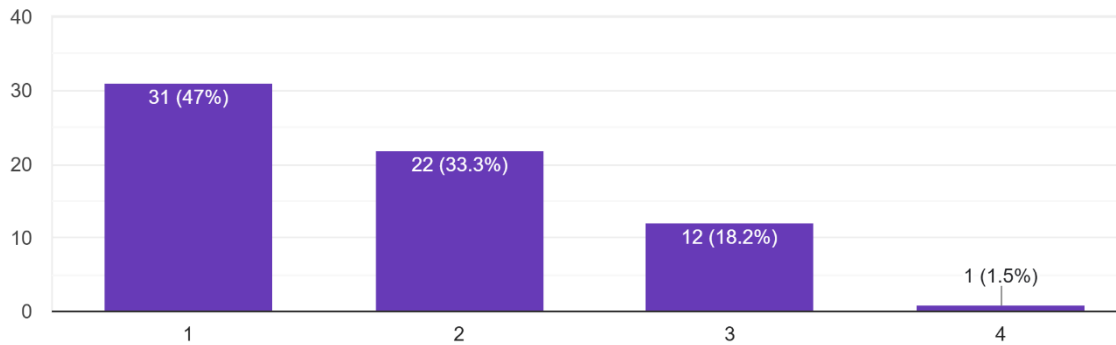
**Parents were generally happy with opening and closing times. Here are some comments parents left around the opening times:**

- **Would prefer 7.30 start and 6pm finish if possible!**
- **School hours 8.30-3.10**
- **More flexibility with pick up times.**
- **Increase flexibility of pick ups ( like most schools)**
- **It would be great if holiday club could start at 7.30 too like breakfast club**
- **Not so much opening hours, but more flexibility around pick up times at after school club would be fantastic. Holiday club flexibility re collection worked so well for us.**
- **The flexibility to be able to pick up anytime rather than bringing to the gate was much better.**
- **Opening times are fine, but greater flexibility to pick up at anytime would be great**
- **After school club flexible pick up would help with work commitments**

- **More flexibility with pick up times**
- **5pm finish times**
- **We are mostly happy with the club opening times but it would be better if we could revert to picking up times as before.**

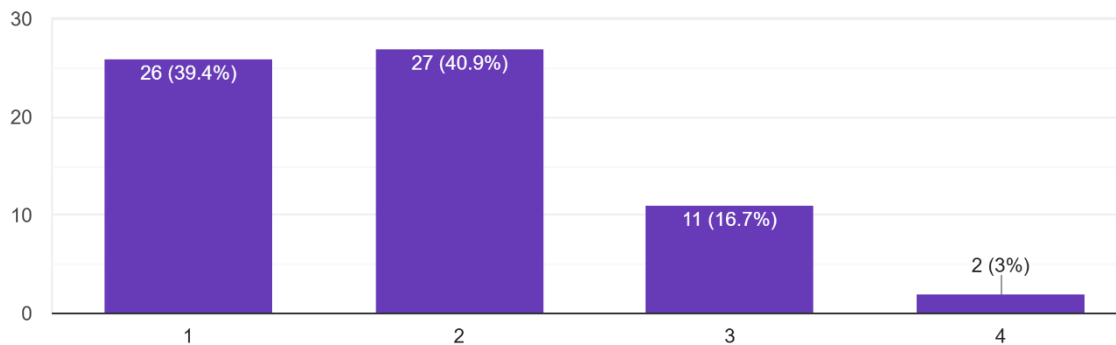
Please rate on a scale of 1- 4 the snacks provided at the Clubs? Snacks include, Sandwiches, Cheese & Crackers, Fresh Fruit, Veg Sticks & Dips, Pancakes & Fruit.....

66 responses



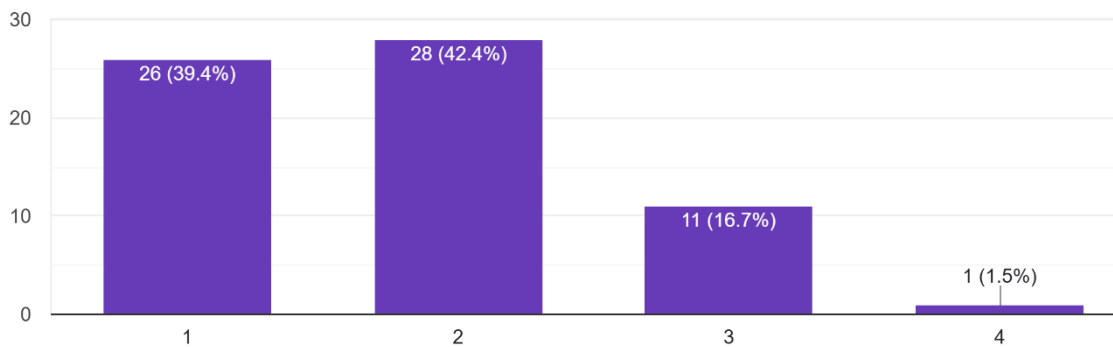
Please rate on a scale of 1- 4, the care, play and development opportunities offered by the Clubs. Children have the access to all play areas, inside a...ose from a wide range of equipment and activities.

66 responses



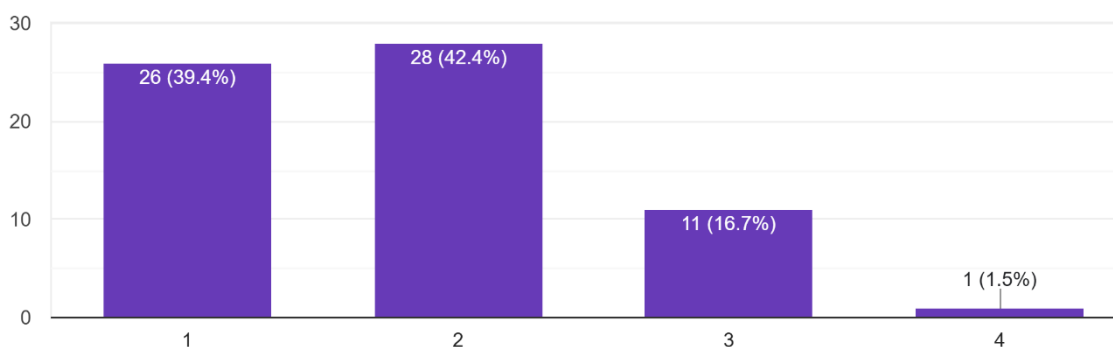
Please rate on a scale of 1- 4, the facilities (indoor and outdoor space) at the Club?

66 responses



Please rate on a scale of 1- 4, the facilities (indoor and outdoor space) at the Club?

66 responses



### General Feedback comments from Parents were:

Thank you for taking the time to complete this questionnaire. Is there anything you would like to comment on or any suggestions you would like to make?<sup>11</sup>responses.

- A return to flexible pickups at after school club would be helpful for after school club?
- Unsure how much screen time children have in holiday club. Would be nice to know more about the activities they do/structure of the day
- I understand why we have the specific pick up times from After school club but from a working parent perspective coming from work with traffic and train travel delays sometimes it was easier/better to just be able to collect children when we got to ASC.

- Thank you to the school for providing this, I appreciate it's not something to have to provide and it's none profit. So thank you. As 2 working parents it's very difficult to manage without.
- 3 for snacks as my child often says the juniors get first choice and infants have what's left, if anything.
- Answers are based on the fact I do not know what the facilities or activities are like as I have never been to the club due to gate pick up. I wasn't aware until now that snack is provided, there was no information given to me about the after school club in terms of what they do and what is provided.
- I was concerned about the gates being left unlocked especially after the recent incident in Southport. Anyone could walk in at any point. Other than that my child loved it when he attended.
- More flexible pick up times would be good
- No thanks
- Breakfast provision at breakfast club would be useful. I believe there is funding or provision from the government.
- My child is not a fan of the snacks but he's a fuss pot!

#### **Follow up with staff.**

Feedback from staff is overall was positive. They all agreed that the pickup system works well for both staff and children. Albeit it does not suit some parents but I have let parents know that they can change their pick up times by emailing or texting me at any time or to call the Club mobile phone if they need to pick up their child in an emergency. I have made it clear that this isn't always possible due to the staff: child ratio, but we will endeavour to make this possible. Booking system works well and paper printout registers.

Staff have completed various training courses. Some of which are soon to become mandatory training for Playworkers. Courses completed or due to be completed include:

- Safeguarding Levels A, B & C and (depending on the level needed for position)
- Prevent Follow Up
- First Aid at Work/ Paediatric First Aid
- Level 3 Apprenticeship (1 staff member)
- Level 2 Childcare Training (1 Staff member)
- Playwork Level 2 (2 Members of staff)
- Asthma and Allergy Training
- Anti – bullying (awaiting suitable course)

I am looking for suitable Playworker Level 2 courses for staff that need to complete it.

I have registered with the Food Standards Agency and had first inspection. Waiting for the report to be published but general feedback was good from Inspector.

## **General Feedback for Parents**

The results from the survey were generally positive overall.

Very few parents still not happy about the pickup time system however parents have now settled into it given the safeguarding reasons for this. Parents are able to change times daily if needed beforehand or call the club in an emergency to pick up their children. I will continue to look for a better solution and keep parents informed.

**Our morning club isn't run as a 'Breakfast club'. Parents may have heard about the Breakfast Club Initiative with government funding. Ewloe Green School did run this several years ago with no success which is when we as in the childcare /play side of it took over. The Headteacher is not keen to revisit this and so we run the Morning Club as part of our 'Out of School Clubs' focussing on play. Children are welcome to bring their own breakfast or snack to eat at the morning club**

Comments from parents wanting to know more about activities during holiday club. There are set activities available each day, should children choose to partake in them. Children are encouraged to join in, but it is their choice. Plans to introduce a page on the school website for more information on daily activities, snacks etc... in progress.

## **Part B: The quality and standard of provision**

### **1. Wellbeing**

#### **Service Evaluation**

Through observation of play we can assess the well-being of the children and young people who attend the club considering their ages and choices for play. Although we do not formally assess the children and young people, we do note what activities and areas are popular and what proves to be successful. Interacting with children and young people daily is an essential part of the process. Discussions with the children gives us first-hand knowledge on what they want, how they want to play and if we are meeting needs of all and specific individuals.

We have a variety of both indoor and outdoor resources and play spaces available, some of which are regulated others are totally free for children to make their own choices and decisions that will interest and challenge them. The children can take risks in a safe way and push their own abilities to try new things. They can build relationships within the club and learn about others interests and views. They can problem solve, compromise, work together and learn from each other.

We provide children with enough information to get involved in group activities and games. We make sure that this information is given in a way that is understandable to all children at the Club and let them decide for themselves if they want to be

involved in any activities. We challenge any discrimination and treat all children with respect. We listen to what children say to us and support them to help build their confidence and independence. We treat all children and young people at the club as individuals and praise personal success.

The correct supervision of staff to child ratio numbers are always adhered to. Healthy snacks are offered to children on a daily basis with the occasional treats. Children are consulted regarding decisions on this. Children are consulted about club rules and are encouraged to make their own as a way of encouraging everyone to adhere to them. These rules are displayed in both English and Welsh within the main club building.

All of the Clubs Policies and procedures are updated annually and are included in our Policies and Procedures File available in the After School Club. Electronic or paper copies of policies are available on request. Our Parent/Carer handbook available on our page on the school website.

**Policies updated or adopted this year include:**

- Allergy
- Anti – bullying
- Asthma
- Emergency Lock Down
- Medication
- Prevent
- Safeguarding

Children are happy to come to the club and keep returning. Parents are overall happy with the activities and play opportunities we have to offer. Children’s opinions are taken into consideration and feedback is overall positive.

At the Club we believe participation should be at the heart of everything we do. We recognise that being listened to and heard, and being involved in decisions will help create a sense of ownership and increase self-esteem in children.

**Assessment**

**My practice is: (select one box only)**

<b>Excellent:</b> my practice is exemplary	
<b>Good:</b> my practice is strong	✓
<b>Adequate:</b> my practice requires improvement	
<b>Poor:</b> my practice requires significant improvement	

## 2. Care and Development

We collect information on children and young people's play through researching playwork theories and practice through training - playworkers have completed a Playwork Level 2. Two supervisors hold a Level 3 Diploma in Playwork. We are members of societies such as Play Wales and Clybiau Plant Cymru kids clubs who keep us updated with latest ideas and changes in the law etc... for example Play Wales send out a monthly magazine called Y Bont. I receive regular emails from CIW regarding changes to the National Minimum Standards etc...

We can identify which areas and activities work best for the children and young people who use the club and are able to plan and prepare the play spaces so that we offer a range of the different play types and where possible involve the children and young people in the planning. We are then able to have a variety of resources and play spaces available that will interest and challenge the children. They can take risks in a safe way and push their own abilities to try new things and are build relationships within the club and learn about others interests and views. Children and young people can problem solve, compromise, work together and learn from each other.

We can support children and young people to manage risk during self-directed play by helping them identify the types of risks that might occur, such as physical, emotional, behavioural and environmental.

For children to understand about others' feelings, we have discussions on behaviour, both positive and negative and how this can affect others. We support the children to talk about feelings and emotions and respect their views and ideas. We emphasise, that if they need to talk, they can come to any member of staff to help them deal with how they are feeling. If children have conflict which does happen from time to time, normally we would let them try to sort it out for themselves, we will only intervene if they can't, and if someone is upset or hurt by actions. If this happens, we talk together, and each will get a say in why they feel the conflict started and how they can make things better. Dealing with conflict themselves, gives them control, meets compromise and problem solve, it also shows their negotiation skills. Giving them responsibility with this helps the relationships within the club.

At the Club we believe participation should be at the heart of everything we do. We recognise that being listened to and heard, and being involved in decisions will help create a sense of ownership and increase self-esteem in children.

We provide children have enough information to get involved in group activities and games. We make sure that this information is given in a way that is understandable to all children at the Club and let them decide for themselves if they want to be involved in any activities. We challenge any discrimination and treat all children with respect. We listen to what children say to us and support them to help build their confidence and independence. We treat all children at the club as individuals

and practice personal success.

Children are free to choose what activities they want to do and with whom. On the whole feedback is very positive from both children and parents. Children are able to develop their independence and confident to approach play staff. Playworkers actively challenge inappropriate behaviour such as bullying, discrimination, racism and gender stereotyping.

Children are encouraged to manage their own behaviour in a positive way. The views of children and young people are respected by each other and playworkers. Children's individual needs are met at the club which may be physical, behavioural, social or emotional.

### **Assessment**

**My practice is: (select one box only)**

<b>Excellent:</b> my practice is exemplary	
<b>Good:</b> my practice is strong	✓
<b>Adequate:</b> my practice requires improvement	
<b>Poor:</b> my practice requires significant improvement	

### 3. Environment

We maintain a healthy, safe and secure environment for children and young people at the club by referring to the latest guidelines and changes of law from the following:

#### **Care Inspectorate for Wales**

The legislative framework for regulated childcare in Wales sets out the functions of the Welsh Ministers as the registration authority. These functions are carried out on behalf of the Welsh Ministers by the Care and Social Services Inspectorate Wales (CIW). CIW encourages the improvement of social care, early years and social services by:

- Regulating.
- Inspecting and reviewing; and
- Providing professional advice.

#### **The Children's Act**

The Act specifies that out of school facilities must be registered and the registration must include the service:

- Having an equal opportunities policy.
- Undertaking enhanced DBS checks on all employees.
- That employees must provide a suitable health check.
- References for all employees must be requested.
- Consultation with planning authority, building inspector and environmental health officer as appropriate.

#### **The Health and Safety at Work Act 1974**

This is the main piece of legislation that affects the day to day provision of health and safety in the workplace. All play settings have a duty to comply with this Act, as well as any further regulations that have been added.

#### **The Human Right Act 1989**

The Human Rights Act was established in conjunction with the European Convention of Human Rights. Part of the act lists the organisations that are subject to the Act, for example public services which includes play settings. Anyone who feels their rights have been infringed can seek help from the courts to pursue the matter.

The Act sets out a list of rights, similar to those of the UN Convention on the Rights of the child but relating to adults and childcare.

#### **The General Data Protection Regulation (GDPR)**

GDPR protects the privacy of individuals. It requires that any personal information about an individual is processed securely and confidentially. This includes both staff and children. How the After School Club obtains, shares and uses information is

critical, as personal data is sensitive and private. Everyone, adults and children alike, has the right to know how the information about them is used. The General Data Protection Regulation requires Ewloe Green after School Club to strike the right balance in processing personal information so that an individual's privacy is protected. Applying the principles to all information held by After School Club will typically achieve this balance and help to comply with the legislation.

### **Disability Discrimination Act 1995**

The main aim of this Act is to prevent discrimination against people (including children and young people) in employment, access to education and transport, housing and obtaining goods and services. All services must ensure that disabled people can access and use them.

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All of the above help and guide us to put in place our own policies and procedures with the guideline they give to make the club safe for all that attend. They help us to work in a safe way and conduct ourselves in the correct manner, making sure we respect all children and families regardless of background/abilities etc. They are reviewed within our own Policies and Procedures to make sure we are current with legislation and requirements, as things change because of consequences.

We complete regular risk assessments, adhere to National Minimum Standards, keep up to date with registration with supporting agencies for the Club and maintain public liability insurance.

When hiring professionals for workshops we ensure that adequate insurance and registration certificates are produced prior to their visit.

Access into premises is through a barrier system, the mobile and main building are accessed through a locked security system. All visitors must sign in and out using the electronic register.

We are based in a mobile classroom with the use of the school hall and all outdoor areas. During the holiday club we use a forest experience area, outdoor adventure playground, nature garden and outdoor imaginative play area with musical instruments, mud kitchen and opportunities to set up 'camps' with tents and wicker house.

A large field area and yard are immediately accessible for sport play such as football, tennis, cricket, building and construction, cricket, scooters and netball.

We have a large storage garage which is well equipped with toys and outdoor equipment clearly marked in boxes for both playworkers and children to easily access.

Indoors there are quiet areas offering art and craft opportunities. Games and puzzles are available with other such quieter activities. We have two relaxation areas where older children may just want to chat with their friends or younger children just simply want to have some time to themselves. When the weather is not so good and the children need more space indoors the school hall is used for

activities such as indoor sports, construction play, art and craft, science experiments and baking.

All playworkers are aware of the policies and procedures around Health and Safety with Fire drills being carried out regularly (procedure is displayed on the wall club). Accidents and Incidents are recorded and countersigned by the supervisor or club co-ordinator, parents are informed and are asked to sign forms as a way of sharing information before being filed.

All of our areas are fit for purpose. The equipment is well maintained and inspected on a daily/ weekly basis with any faults reported to club co-ordinator and promptly dealt with.

The children and young people have the freedom to make their own choices within our facilities. They are able to manage their own risks and aware of their own and the safety of others. The supervision of children and young people is maintained at all times.

### **Assessment**

**My practice is: (select one box only)**

<b>Excellent:</b> my practice is exemplary	
<b>Good:</b> my practice is strong	✓
<b>Adequate:</b> my practice requires improvement	
<b>Poor:</b> my practice requires significant improvement	

#### 4. Leadership and management

In order to manage the club well I believe that effective, inclusive teamwork is important as this can greatly influence the success of the club. The benefits of effective teamwork:

- Aids the smooth running of the club.
- Builds on the good reputation of the club.
- Helps good communication.
- Creates a pleasant atmosphere.
- Gives parents confidence in the club.
- Helps attract and retain staff.
- Helps staff morale.
- Makes children feel happy and secure.
- Presents a good role model to children.

As a club co-ordinator it is important to recognise and carry out all of my responsibilities to ensure the team work effectively and to recognise my own boundaries when it comes to competency. I see self-evaluation and professional development as good practice and value the advice of other professionals. I arranged for all of the playworkers at the club to complete a level 2 award in playwork which they completed to gain further knowledge of the 'Playwork Principles' and to put into practice within our club.

The club supervisor and myself have completed the Level 3 Diploma in Playwork in order to meet with staff qualifications' requirements which will become compulsory.

Other courses arranged and undergone in the last 12 months by myself club co-ordinator and various playworkers have been: -

- First Aid
- Out of School Childcare Assessment (OSCA)
- National Club Survey 2023
- Safeguarding
- Prevent
- Asthma Training
- Allergy Awareness
- 2 members of staff completed - level 2 Playwork.

Courses due to undertake:

- Some Playworker Level 2 courses. Further enquiries into Welsh Language Courses.

Staff meetings are held with follow up meetings, day to day contact with each member of staff takes place. Formal appraisals are held to identify individual training needs.

Policies and procedures are kept up to date with latest legislation with support from outside agencies. Statement of purpose is updated accordingly.

**Assessment**

**My practice is: (select one box only)**

<b>Excellent:</b> my practice is exemplary	<input type="checkbox"/>
<b>Good:</b> my practice is strong	<input checked="" type="checkbox"/>
<b>Adequate:</b> my practice requires improvement	<input type="checkbox"/>
<b>Poor:</b> my practice requires significant improvement	<input type="checkbox"/>

## **Priorities for Improvement**

### **Action to improve as a result of people views**

- As a whole the children were again very positive and their requests were minimal. The majority seemed to enjoy coming to the clubs to spend time with their friends and playing.
- I have taken on board the suggestions to look at more equipment for them to play with such as more toys, construction and craft activities, we will consult with the children before purchasing.
- We regularly review the snack menu and rotate snacks so that children who only attend on a certain day don't have the same snack. We will consult with the children reminding them that snacks are to be healthy as well as popular and are there to not replace a meal given later at home, but also have the occasional 'treat'. The snack menu will be available to view on our page on the school website.
- I will consult with management and headteacher regarding the security system giving parents concerns but don't envisage this will change.
- An area has been set up on our page on the school website to inform parents of activities undertaken during holiday club and daily snacks. We hope to be able to update this with photographs too.

During the decision-making process:

- We will encourage pupil voice and show we listen to their views and care.
- We will hold children's meetings to take on board their ideas and suggestions and act upon these accordingly.
- We will listen to the Children so that they feel comfortable within the club and if they have any worries or concerns, they will feel comfortable to talk to us.

### **How we will do this**

I will meet with the Management Committee to look at specific concerns from Parents and report back to them as soon as I can with decisions.

I will review relevant policies and practices to ensure that they are up to date in order to reflect on practice.

I will report updates with children and staff and self-assessment of the service.

I will consult with children and young people on improving activities. We will continue to look for ways to provide a stimulating environment and activities for children to play.

I will consult with children, parents and carers and playworkers and record the outcomes of the meetings in our next quality of care review.

## **Declaration:**

**I certify that the information I have provided is true and accurate to the best of my knowledge and belief and reflects the service at the date of submission. I understand that knowingly making a statement that is false or misleading may lead to enforcement action being taken by CIW.**

**Title:** Club Co-ordinator/Registered Person)

**Signature:**

**Name:** Carol Anne Taylor

**Date:** 28<sup>th</sup> January 2025