

### Bear Pak Quality of Care Review 2025

Bear Pak currently have 124 children accessing our provision across our various sessions, including nursery wraparound, after school club and holiday club. Our nursery wraparound club has a maximum capacity of 18 children per morning and afternoon session. Our after school and holiday club has a maximum capacity of 56 children. Most children attend fixed sessions and some children attend on an ad-hoc basis. Bear Pak currently employs 28 members of staff, including a cook, kitchen assistant and 2 1:1 practitioners that offer additional support to children with additional needs.

Our quality of care review is conducted each year, representing the feedback obtained via surveys completed by parents, staff, children and schools. This highly valued feedback is utilized to help us assess our services and improve our overall provision so that it continues to meet our aim of meeting the needs of the families within our local community. This also ensures that those accessing our setting feel heard and valued having a strong input into the care, support and opportunities available to them.

Links to anonymous online questionnaires were emailed to staff, parents, the local authority and schools and paper copies were issued 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.

#### Service user responses

Children: 36 questionnaires returned

Parents: 19 questionnaires returned

Staff: 16 questionnaires returned

Schools: 6 questionnaires returned

#### Summary of responses

Children:

All children attending club were given the choice to complete 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 participating were required 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:

<b>I like the staff</b>	<b>Comments</b>	<b>Bear Pak Comments/Action</b>
☺ 33	" They are great."	Bear Pak have a lot of staff to accommodate the school collections and to ensure that ratios are always maintained and often exceeded. To maintain consistency, staff are assigned to collect from specific schools. We employ child care and play staff who work hard to get to know the children so that they can provide meaningful play opportunities to enhance their development. This is reinforced by our key worker system. School escorts are also employed to assist our qualified staff in the collection of children.
☹ 3	" Kind of."	
☹ 0	"Too many"	
	" Staff good, kind and nice."	
	"Most of the staff"	
	"Yes, they're nice."	
	"Yes because they look after me."	
	"They are friendly"	
	"Like all staff."	

<p><b>I have friends at Bear Pak</b></p> <p>☺ 32 ☹ 3 ☹ 1</p>	<p><b>Comments</b></p> <p>“I like my friends”</p> <p>“Yes loads.”</p> <p>“lots of friends”</p> <p>“yes, boys and girls”</p> <p>“yes staff and children”</p> <p>“one friend or two”</p> <p>“no friends just come play with one person”</p>	<p><b>Bear Pak Comments/Action</b></p> <p>We collect from 6 schools within Penarth which encourages children to socialise with children outside of their in-school friendship groups. We then find that this eases their transition to secondary school.</p> <p>Bear Pak offers free flowing activities encouraging but not forcing all children to participate. Activities are designed to encourage children to socialise and play collaboratively. However, if a child would like to rest and have some quiet time, an area is set up within the room to facilitate this.</p> <p>Feedback shows that most children are happy with their friends. If a child appears lonely or unhappy at Bear Pak, staff will intervene and act accordingly.</p>
<p><b>I like the games</b></p> <p>☺ 26 ☹ 4 ☹ 6</p>	<p><b>Comments</b></p> <p>“I don’t know”</p> <p>“No want to play tag”</p> <p>“Kind of”</p> <p>“Yes, like barbie dream house and colouring”</p> <p>“Yes I love games”</p> <p>“can’t find anything.”</p> <p>“Yes army figures”</p> <p>“Yes like talent show in holiday club”</p> <p>“Need a computer”</p> <p>“Yes, my favourite is shark shark”</p> <p>“Sometimes I’d like different games”</p>	<p><b>Bear Pak Comments/Action</b></p> <p>Sessions are set up to enable children to freely choose which activities they would like to participate in. As the start of sessions, children assist staff in choosing what games and equipment they would like out to play with and can ask staff throughout the session, if they would like something else to play with. At the end of each session, we hold group games and circle time to promote socialising and communication. Children vote on which group games they would like to do.</p> <p>Group games will be added as a topic of discussion for our next child-led meeting to find out which games children are mostly interested in and what equipment they would like to be purchased with our next fundraising money.</p>
<p><b>I like the place</b></p> <p>☺ 30 ☹ 3 ☹ 3</p>	<p><b>Comments</b></p> <p>“Yes, fun”</p> <p>“prefer my classroom”</p> <p>“Yes good place”</p> <p>“Sometimes it’s very noisy”</p> <p>“Yes like going outside”</p> <p>“Don’t like where mats are.”</p> <p>“A little bit”</p>	<p><b>Bear Pak Comments/Action</b></p> <p>Bear Pak nursery wraparound provision is located within a demountable at Fairfield Primary with it’s own garden directly accessed from the building. This demountable building is Soley used by Bear Pak.</p> <p>After School and Holiday Club is located within the main hall of the school and Bear Pak have exclusive use during operating times. This has direct access to a large playing field and we are also able to access the front junior large for children to play. Children can choose whether they would like to play inside or outside. We are also able to access adjacent classrooms for focused/quieter activities. As after school and holiday club is a pack-away service, we tend to re-arrange the play equipment from time to time so</p>

		that we can best utilise the space for planned play activities.
<p><b><u>I like the food</u></b></p> <p>☺ 30  ☺ 3  ☹ 3</p>	<p><b><u>Comments</u></b></p> <p>“I don’t like oranges”  “I love sandwiches and chicken”  “It is so yummy”  “I like the food”  “Yes, especially ham and cheese”  “Love the food”  “food is good”  “Kind of. Don’t like soup”  “No. Don’t stay for food”  “I love tomato soup and cheesy pasta”  “Good food especially cheesy pasta and pizza wraps”  “Sometimes- real meat in meatballs”</p>	<p><b><u>Bear Pak Comments/Action</u></b></p> <p>Children attending morning sessions are served breakfast and snack. Parents supply a packed lunch from home for lunch. Children attending afternoon sessions are served snack, if staying past 4.30pm, they also receive a tea time meal. Children attending a full day are served breakfast, morning snack, afternoon snack and tea time meal. A packed lunch is supplied from home for lunch.</p> <p>Snack is varied including healthy foods like fruit, vegetable sticks, yoghurt and breadsticks. Our tea time menu is changed seasonally and each day children get a choice of either the hot meal on offer or a cold option. 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>Menus are devised in accordance with our Gold Healthy Snack Award issued by the Vale of Glamorgan. We will continue to work to promote healthy eating amongst children. We cater for children’s dietary requirements where required. Staff preparing or serving food have attended food hygiene training and hold the relevant certification in line with environmental health requirements.</p>
<p><b><u>What is your favourite part of the club?</u></b></p>	<p>“All of it”  “When we play games”  “When Bear Pak has trips”  “Going outside”  “Talent show”  “Ipad”  “Chill, relax”  “Playing with friends”  “People play with me”</p>	<p>We will continue to listen to children and provide them with a range of play opportunities that meet their current interests.</p>
<p><b><u>What things do you dislike about the club?</u></b></p>	<p>“Tidy up time”  “Need toys for older children”  “Not having cookies”  “Some people are sometimes not aware of what they are doing.”  “Don’t like going outside.”  “ Nothing.”  “I don’t like the sand because it’s messy”  “I don’t like painting”  “I don’t know.”</p>	<p>We will continue to talk to children about their current interests and consult with them on what equipment they would like at club. We understand that each child is unique and will have their own preferences. The sessions in after school and holiday club are set out to provide a range pf play activities for children aged between 3 and 12 years which includes arts and crafts, messy play, role play and outside play. If children do not like what is out, they can ask a member of staff for something else.</p>

<b><u>Are there any things we could do better?</u></b>	<p>“No.”</p> <p>”Like consistency of toys, not taking away toys we are used to.”</p> <p>“Give me more ham”</p> <p>“Get older kids toys”</p> <p>“I want some slime”</p> <p>“More toys”</p> <p>“Maybe more trips”</p> <p>“Let us go on ipad for longer”</p>	<p>We regularly rotate toys, to keep the session interesting for children. However, if a child would like a specific toy, they ask a member of staff to get it. We do use ipads which have age appropriate educational games. So that everybody gets a turn, children’s time on the devices is limited to 15 minutes per turn.</p>
<b><u>What toys or games would you like the club to buy?</u></b>	<p>“play station.”</p> <p>“x box”</p> <p>“Snakes and ladders”</p> <p>“ker plunk”</p> <p>“uno”</p> <p>“Lots of barbies”</p> <p>“A tree house, slime and toy penguins.”</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>
<b><u>What is your favourite trip or special event?</u></b>	<p>“Painting”</p> <p>“Peppa pig puzzle”</p> <p>“I like sticking”</p> <p>“Playdough”</p> <p>“Party days”</p> <p>“Magic show”</p> <p>“St fagans”</p> <p>“Cinema”</p> <p>“Halloween party”</p> <p>“Going to theatre”</p> <p>“Farm &amp; Park”</p>	<p>We hold a range of event days and attend trips throughout the holidays which are enjoyed by all. Before booking, children are asked what trips they would like to go on and their views are strongly taken into consideration when planning the holiday club sessions.</p>
<b><u>Tell us your ideas for the club</u></b>	<p>“Get the bubbles out”</p> <p>“Skipping rope”</p> <p>“Toy icecream car”</p> <p>“Expand room if possible”</p> <p>“Station rotation”</p> <p>“Sensory room with relaxing music.”</p> <p>“Dolls house”</p>	<p>We appreciate children’s feedback and ideas and will continue to take children’s opinions seriously and use their ideas to help us improve. Whilst we have a relaxation area, the management team will discuss with the school opportunities to have a sensory, relaxation room.</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 needing drastic improving and 5 being excellent)

<p><b>Quality of Service</b> Excellent - 12 Good -6 Average - 1 Needs some improvement - 0 Needs drastic Improvement - 0</p>	<p><b>Comments</b> “All staff are kind, caring and compassionate.” “My child always enjoys the time at Bear Pak.” “My child is happy to come. There are inconsistencies, some staff are excellent and communicative but at other times communication and pick up is limited.” “My children are always happy and love coming to Bear Pak which is exactly what you need as a working parent.”</p>	<p><b>Bear Pak Comments/Action</b> We will continue to provide a child centred, welcoming provision that meets the needs of local families within the community.  Feedback regarding communication upon collection has been gratefully received and will be included as part of our staff training.</p>
<p><b>Premises</b> Excellent - 8 Good -10 Average - 1 Needs some improvement – Needs drastic Improvement - 0</p>	<p><b>Comments</b> “Good facilities available including outdoor space.” “Sometimes they don’t have much space depending on where located.” “There is ample indoor space for multiple activities and for kids to let off steam. In good weather, the outdoor space is fantastic.”</p>	<p><b>Bear Pak Comments/Action</b> Bear Pak operates from a demountable building between 8.00am and 3.30pm term time which accommodates 18 children, From 3.30pm – 6.30pm term time and during school holidays, we have access to the school’s main hall which is significantly larger, accommodating 56 children. We do occasionally use different classrooms for various activities which aren’t as big as the main hall. However, we always ensure that the NMS regulations are adhered to by having a minimum of 2.3 sqm per child.  We also have ample amounts of outdoor play spaces available for Bear Pak to use.</p>
<p><b>Play Equipment and activities</b> Excellent- 4 Good - 13 Average - 2 Needs some improvement- 0 Needs drastic Improvement - 0</p>	<p><b>Comments</b> No comments received.</p>	<p><b>Bear Pak Comments/Action</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>Food</b> Excellent - 4 Good – 11 Average -3 Needs some improvement- 0 Needs drastic improvement – 0</p>	<p><b>Comments</b> “Very good food offering both hot and cold options.” “Simple choices where are reflected in the price you pay.” “My children always eat well despite one of them being extremely fussy.”</p>	<p><b>Bear Pak Comments/Action</b> We change our menu seasonally in accordance with our golden healthy snack award and child feedback. We recognise that giving children a voice in what they eat encourages them to make healthier food choices. For their tea time meal, children are given a choice of a hot meal or cold substitute. Our menu can be found on our website at <a href="http://www.bearpak.co.uk">www.bearpak.co.uk</a>.</p>

<p><b>Value for money</b> Excellent - 11 Good -7 Average- 1 Needs some improvement- 0 Needs drastic improvement - 0</p>	<p><b>Comments</b> “Great compared to other nurseries in the area.”  “Bear Pak is very competitive in it’s pricing.”</p>	<p><b>Bear Pak Comments/Action</b> Bear Pak was originally set up in 1994 by parents who could not afford private nursery fees. As a not for profit community organisation, still overseen by a Board of Directors including parents of children attending, Bear Pak aims to keep prices affordable for local families. Any surplus money is returned back to club, benefitting the children in terms of new resources, special events and trips.</p>
<p><b>Managers</b> Excellent -8 Good -8 Average – 0 Needs some improvement – 3 Needs drastic improvement – 0</p>	<p><b>Comments</b> “The interaction we have had with the manager/deputy have been brilliant.”  “Communication from management has been limited.”  “Change in management at the moment.”</p>	<p><b>Bear Pak Comments/ Action</b> We have recently had a change in management and we thank parents for their patience and support during this change. Bear Pak’s Managing Director has also returned from maternity leave since survey responses were obtained. The management team will ensure good relationships with parents are maintained and work collaboratively with them to provide children with the best of care.</p>
<p><b>Staff</b> Excellent - 11 Good - 8 Average - 0 Needs some improvement – 0 Needs drastic improvement - 0</p>	<p><b>Comments</b> “Most staff seem to be engaged with and caring towards my child.”  “The staff are great with the kids and get stuck in with activities. They are also very caring when the kids need that extra bit of care and attention.”</p>	<p><b>Bear Pak Comments/Action</b> We have a strong team of practitioners and school escorts who all contribute to the daily operation of Bear Pak to ensure we 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.</p>
<p><b>Meeting your needs</b> Yes - 19 No - 0</p>	<p><b>Comments</b> “Yes, child enjoys it, good time to be open, affordable.”  “Honestly, we would be lost without Bear Pak.”</p>	<p><b>Bear Pak Comments/Action</b> We will continue to improve and adapt our services where possible to meet the growing needs of the families within our community at an affordable cost. This includes additional services of taking children to and from extra-curricular activities.</p>
<p><b>How do you think we could improve our service to you?</b></p>	<p><b>Comments</b> “All very good.” “Maybe a text service with updates or for you to communicate with staff.” “Nothing to suggest.” “My child loves Bear Pak so have nothing they could improve on service wise.” “Slightly better hot food options.”  “Communication at collection could be improved. When enrolling my child, there could be more information sharing, finding out about my child and letting parents know who is collecting and any</p>	<p><b>Bear Pak Comments/Action</b>  We will continue to work hard to provide a high quality childcare service to parents. As a result of feedback, management will ensure improvements are made to communicate better at handovers and upon initial enrolment.</p>

	other protocols. Activities could be more varied and some toys need updating.”	
<b>Any other comments or suggestions</b>	<b>Comments</b> “We really appreciate the amazing childcare you give our son.”	<b>Bear Pak Comments/Action</b>

**Staff:**

Bear Pak currently employs 28 employees. All members of staff were asked to complete the questionnaire anonymously and 16 responses were received.

<b>Question</b>	<b>Staff feedback</b>	<b>Comments/Action</b>
<p>Do you have good relationships within the team?</p> <p>Always-7 Mostly- 8 Sometimes-1 Rarely-0 Not at all- 0</p>	<p>“I respect all members of staff.”</p> <p>“I feel I try to make an effort with everyone but I don’t feel as comfortable as I initially did when I first started.”</p> <p>“I get on really well with most people and love working with the people who bring positivity and support into work.”</p> <p>“There are lots of different people and personalities but I don’t feel that it affects my relationship with the team. Theya re all lovely!”</p>	<p>There have been quite a few staffing changes at all levels this year and we appreciate employee’s patience during this adjustment period. Bear Pak employs a range of people of various ages and backgrounds which helps to create a diverse and strong team. To welcome the new members of staff and to improve teamwork, we have planned an out of work socialising event. This event will also be used to recognise the hard work and dedication our staff have shown to their roles.</p> <p>We 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>
<p>Do you get support from other team members?</p> <p>Always-8 Mostly-3 Sometimes- 5 Rarely-0 Not at all- 0</p>	<p>“We work as a team”</p>	<p>We have a strong team who all support each other to ensure smooth operation of the setting. Rota systems are in place for cleaning duties, however often other members of staff not allocated to a task support their colleagues in completing these duties.</p> <p>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.</p>

<p>Do you feel supported by your managers?</p> <p>Always-9 Mostly-3 Sometimes-4 Rarely-0 Not at all- 0</p>	<p>“My managers are approachable and helpful.”</p> <p>“The management team are the best I’ve ever worked with. “</p>	<p>Feedback has been very positive from staff and managers will continue to support the team. Although we have recently had a change in management, the management team will continue to work hard to ensure staff feel supported and heard. Regular supervisions are completed every 3-6 months and further support meetings carried out as and when required.</p>
<p>Do you feel that staff duties are fair?</p> <p>Always – 5 Mostly – 7 Sometimes- 4 Rarely-0 Not at all - 0</p>	<p>“I believe my duties are fair.”</p> <p>“Sharing responsibilities is key.”</p> <p>“I do but some members of staff don’t always do the same as what others are expected to do.”</p>	<p>Jobs are fairly allocated by management 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>Do you understand your role clearly and what is expected of you?</p> <p>Completely understand – 9 Mostly understand-6 Somewhat understand- 1 A little bit-0 Not at all- 0</p>	<p>“ I understand what is asked of me, however sometimes I feel other people in the same role do less.”</p> <p>“I am picking up as I learn but my job role I understand.”</p>	<p>Bear Pak staff have clearly defined roles and responsibilities as detailed within their job descriptions. 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 and guidance. Management also monitor staff performance to ensure all staff are performing in accordance to the job descriptions. These job descriptions are reviewed within appraisals and in between as and when required.</p>
<p>Do you feel confident in sharing your ideas with the team?</p> <p>Always – 5 Mostly- 7 Sometimes- 3 Rarely-1 Not at all - 0</p>	<p>“ I always share my ideas but a lot of the time it isn’t taken on board.”</p> <p>“I do but I rather keep to myself.”</p> <p>“I feel comfortable sharing my ideas but I don’t think they will necessarily be actioned.”</p>	<p>Based from this feedback, the new management team will ensure staff opinions are respected and ideas implemented within the club, where appropriate. Since feedback was obtained, daily planning evaluations are put in place so that improvements can be made where necessary. The new PIC also implements staff ideas in the daily routine of the session.</p> <p>We will continue to work hard to ensure staff feel valued within their role and as part of a team. Staff meetings will continue to be held at least termly to discuss how we can improve.</p>
<p>Would you recommend Bear Pak as a good place to work?</p> <p>Yes-15 No-1</p>	<p>“I enjoy my job”</p> <p>“I’ve absolutely loved working here and have the best time working with such amazing people and children. I would just be a little reserved about work gossip.”</p> <p>“100% the staff are down to earth and excellent at their jobs and management are amazing.”</p>	<p>We will continue to work hard to maintain a positive, inclusive working environment for all. Although we have had a lot of staff changes this year, staff turnover is usually quite low. Management will monitor any gossip and make clear that this is not accepted within the workplace. This will be raised within our next staff meeting.</p>



<p>What can we do to improve Bear Pak?</p>	<p>“Nothing I can think of. I’m enjoying my time here.”</p> <p>“I think there should be staff meetings with all staff weekly”</p> <p>“Just my reinforcing that we are a team and need to work together.”</p> <p>“Better register system”</p> <p>“Sending out which schools people are collecting from a bit earlier.”</p>	<p>The new management team will ensure that everyone works together as a team and are working towards the same goal. We are currently looking into a bookings software which would improve our paper based register system. We will continue to hold regular staff meetings and staff can evaluate the session at the end of the day. All feedback is respected and escorts will be informed which school they are going to a bit earlier to ensure they have adequate time to get to schools to meet the childcare practitioners.</p>
<p>Any other comments</p>	<p>“I would just like to give Alex a big shout out as I feel she is always listening to our ideas and does everything in her power to make them happen. She is always thinking of the kids and how to make their experience with Bear Pak better. She always thanks us and always appreciates us when we finish shift.”</p> <p>“I have enjoyed working for Bear Pak over the last year and have worked with some lovely people and still work with.”</p>	

#### Feedback from Agencies:

Links to questionnaires were sent to all of the schools that we collect from and also the local authority. Bear Pak received 6 responses

<b>Statement</b>	<b>Feedback from agencies</b>	<b>Action/Comments</b>
<p>Bear Pak are approachable:</p> <p>Always-4 Mostly-2 Sometimes- 0 Rarely- 0 Not at all - 0</p>	<p>”Always friendly and caring”</p> <p>“Bear Pak are always approachable and polite.”</p>	<p>Staff are expected to remain professional at all times and be a positive representative of the club.</p>
<p>Bear Pak are easy to contact</p> <p>Always – 3 Mostly- 3</p>	<p>“If I call the setting and they are unable to answer due to the setting being busy, they always call back within the same day.”</p>	<p>Bear Pak have a club mobile phone that is answered by management. Emails and online messages are responded to by</p>

Sometimes-0 Rarely-0 Not at all - 0	“We have been able to contact you when we need to.”	the admin team and forwarded to management where required.
Bear Pak are a professional service  Strongly agree – 3 Agree – 3 Neither agree or disagree-0 Disagree -0 Strongly disagree- 0	“ Bear Pak offer a professional service which supports our nursery sessions and therefore bridges the childcare gap around wraparound care.”	Bear Pak will continue to work hard at remaining a professional provision.
Would you recommend Bear Pak?  Yes-5 No- 1	“We don’t recommend any providers- we stay neutral to parents.”  “As a school, we are unable to recommend.”	We will continue to work in collaboration with local primary schools.
How do you feel we could improve our service?	“By maintaining a robust team of staff.”  “The service is great.”  To continue what you are doing.”	
Any other comments?	“I would like to thank the staff at Bear Pak for being friendly and approachable. All of the staff are lovely.”  “Thank you for providing our wraparound care.”	

### Wellbeing

Bear Pak staff ensure that children attending have a strong voice and that their views are taken seriously when providing them with the best standard of care. Children’s wellbeing is a forefront of Bear Pak’s operation and we ensure that children’s well-being is promoted and upheld at all times. During sessions, children are free to choose which activities they would like to participate in. Activities and play are facilitated by staff who are on hand to extend and enhance their learning experiences. Children attending our nursery wraparound provision have their development monitored via observations and planning is then implemented and adapted to meet their individual needs to ensure progression in their development. Across all sessions, circle time is also carried out daily, encouraging children to express their feelings and ideas. These ideas are then implemented within our service wherever practically possible, so that children continue to feel heard and their opinions respected.

A key worker system is in place which helps staff to understand children, their needs and interests. Staff can then adapt their practice to meet individual needs. Staff encourage children to be independent by encouraging turn taking and teaching self-help skills such as pouring their own drinks and serving their snack. However, staff intervene and offer assistance where required. This develops children’s confidence and self-esteem. Bear Pak offers an inclusive environment, supporting all children within the community. We work collaboratively with the local authority to offer 1:1 support children requiring additional support. We work with other professionals involved in children’s care and development to ensure consistency in

children's care. 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. This year, we have also had our CIW inspection in which it was recognised that Bear Pak offers a child-centred provision.

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

Excellent	X
Good	
Adequate	
Poor	

#### Care and Development

The National Minimum Standards for Regulated Childcare is understood and re-enforced within daily practice by all employees and reflected within the processes and operation of the company. Staff are employed based on experience and qualifications and consist of people of different ages and backgrounds, which promotes diversity within our setting. Staff development is promoted by management via supervisions and offering employees regular access to training. We also work closely with ACT to enhance the team's practice and knowledge. Daily allocation of staff ensure that recommended ratios are regularly exceeded with contingencies in place to cover staff absences. 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.

Staff work as a team and understand the children within their care. This is represented by the positive feedback received. We work hard to ensure that all children and staff feel included and welcome and adapt our services and techniques to meet the individual needs of children. Planning is in place as a guide for staff to follow, however all staff are trained to offer a child-centred approach to their role, in that sessions and activities remain flexible in meeting the children's current needs and interests. Through

children's free choice of activities, staff support their development and assist them as and when required, offering lots of praise and encouragement.

Staff remain positive role models to children, modelling positive behaviour, effective communication and encouraging important skills such as listening and caring for one another. Staff also encourage healthy eating and teach children the importance of staying healthy. Children are given clear boundaries with behaviour charts and individual support plans put in place. We work alongside parents and schools to ensure children receive consistency in their care and effective communication sharing. 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 shows that children are happy to attend Bear Pak and have their needs met. Their individual preferences for new equipment and ideas to develop are noted and used within management action plans and fundraising expenditures. Before children start, we offer free settling in sessions for children so that they can meet the team and familiarise themselves with their environment. Children are also offered to participate in an all about me activity with a member of staff so that we can learn children's likes, dislikes and background such as who is in their family. On registration forms, we ask parents to provide as much detail as possible and to let us know if any of the information changes. This ensures that we are able to meet children's needs. We respect children's religion and culture and cater for children's dietary requirements. We have a range of children attending from 3-12 years and collect from 6 schools within the Penarth community. We find that this assists with our older children's transition to secondary school.

#### Action/Comments

We will continue to listen to children to develop our service to meet their needs and current interests. Children will continue to be consulted with regards to the care that is provided to them and information shared with them at an age-appropriate level. We will keep parents updated regarding their children's progress through daily handovers. For children attending our nursery wraparound provision, this is also done through children's development books which then get handed over to parents when they leave. Parents also receive termly development updates.

We use our social media page and regular newsletter to show parents what activities child has been up to that week and are in the process of developing our website to include a weekly blog. Evaluations of activities offered to children has now become regular practice so that staff can adjust planning accordingly. This year, we have been nominated by Clybiau Plant Cymru to receive the Welsh Language Champion – An Out of School Childcare Club Award 2025. We will continue to work hard to develop our service within the Welsh community and in all other aspects of our work. Action plans are put in place to develop our service and to ensure that are continuing to improve.

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

Excellent	
Good	X
Adequate	
Poor	

#### Environment

Bear Pak offers all year wraparound provision for children aged between 3 and 12 years and are based within Fairfield Primary School. Term time, between 8.00am and 3.30pm, we are based in a demountable building offering childcare to up to 18 children per session. Our after school and holiday club is based within the main hall of the school, providing childcare for up to 56 children. We have direct access to a large playing field and a playground for children to extend their play outdoors. We have utilised the extensive outdoor space lots, including holding event days with bouncy castles. The main hall has

provided a base for other in house events such as magic shows, drama and dance sessions and discos. All of which have been thoroughly enjoyed by the children.

We have access to the nursery kitchen to conduct cooking activities and have smaller food preparation areas within our nursery wraparound building. We are also able to access classrooms and the nursery building to carry out focus activities. All areas used by Bear Pak are risk assessed and are safe and secure. External doors are operated via a coded/fob system and external gates are kept locked with key access. Fire, venue, activity and other risk assessments are conducted and reviewed regularly. Accident forms are reviewed every 3 months and risk assessments updated and measures implemented accordingly. We have cleaning procedures in place to keep the environment and equipment clean and safe for children. Staff are trained before using any chemicals and products used are purchased based on their suitability for childcare settings and are kept out of reach and sight of children. Communal areas are kept clean by cleaners employed by the school.

Bear Pak are registered with the Food Standard Agency and work in accordance with their procedures and recommendations. Food areas are kept clean and food is stored, handled and prepared safely by food safety trained staff.

Bear Pak offers a free play setting in which children can choose between the activities on offer. The room is set up to accommodate a free flow between each activity. Typical play areas include construction area, role play, arts and crafts, messy play and an area to rest. The direct access to our outside area, enhances free flowing play where outside, children can access larger play equipment such as climbing frames, bikes, slides and sand pit. 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 are risk assessed and adapted to meet the individual needs of children. A routine is implemented, however it is interchangeable to facilitate children's play where required. Our free flowing play environment encourages children's independence and we enhance this further by encouraging children to serve their own snack and pour drinks.

During holiday club, we offer 1 trip or event day a week which children thoroughly enjoy. These days are varied and provide children with more fun based play experiences during their school holidays.

#### Action/Comments

To improve our environment further, we 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 have had a change in management this year with a new Person In Charge. All leaders and management hold recognised qualifications in childcare and play work and have the relevant skills and experience to perform the role. 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 term and discuss ways in which Bear Pak can improve its service to local families. Decisions made by the board are then implemented within the day to day running of Bear Pak and staff are trained and kept informed of any changes. The National Minimum Standards are adhered to at all times with the aim of 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. These roles are supported by the administration team who manage the bookings and communications between parents. This provides the leadership team with more time to focus on the daily operations and supporting the team within their roles. Staff feedback was positive regarding leadership and management and staff have shared that they feel supported. Managers receive regular supervisions and appraisals as per the rest of the team.

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 out regular research into best practices and changes within the law. Bear Pak is registered with Clybiau Plant Cymru who keep us informed of any updates and recommendations and their role is also to support us when implementing these changes. Any changes to policies and procedures are shared with parents and staff via email. These policies and procedures can be viewed at any time on our website or within our policy folder onsite. Operational plans and our Statement of Purpose are also reviewed at least annually. Any changes to these or our policies are also shared with CIW. Further monitoring systems are put in place to ensure Bear Pak continues to operate as it should and any actions required are recorded and completed promptly.

Bear Pak staff are able to access free online training and we access further in person training via the Vale of Glamorgan and ACT. These courses are funded by Bear Pak and staff are paid their usual rate of pay to attend. Staff are required to complete core training in Safeguarding, Prevent, Health and Safety, Food Safety and Paediatric First Aid. Managers are expected to complete further training such as Fire Marshall, Safeguarding Lead and leadership and management. All staff are encouraged to develop their skills and knowledge by accessing free training in subjects such as special educational needs and behaviour management.

Attendance of children has increased this year with a waiting list in operation on the days in which we are full. Parents have also started to reserve spaces for the next academic year. 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 but are reviewed and submitted to companies house by a registered accountant annually. The report by the accountant is then used to form part of the budget that is created annually by the Responsible Individual and approved by the Board of Directors.

#### Action/Comments

Bear Pak will continue to keep in place its 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. This year, we had our CIW inspection and was rated 'good' across all categories. We intend to work hard to improve these ratings to excellent.

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

Excellent	
Good	X
Adequate	
Poor	

Report produced by: Laura Williams

Position: Managing Director (Responsible Individual)