



Childcare Inspection Report on

Ysgol Penrhyn Flying Start

**Ysgol Penrhyn
School Lane
New Broughton
Wrexham
LL11 6SF**



Date Inspection Completed

29/04/2019

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| Ratings | What the ratings mean |
|------------------|---|
| Excellent | These are services which are committed to ongoing improvement with many strengths, including significant examples of sector leading practice and innovation. These services deliver high quality care and support and are able to demonstrate that they make a strong contribution to improving children's well-being |
| Good | These are services with strengths and no important areas requiring significant improvement. They consistently exceed basic requirements, delivering positive outcomes for children and actively promote their well-being. |
| Adequate | These are services where strengths outweigh areas for improvement. They are safe and meet basic requirements but improvements are required to promote well-being and improve outcomes for children. |
| Poor | These are services where important areas for improvement outweigh strengths and there are significant examples of non-compliance that impact negatively on children's well-being. Where services are poor we will take enforcement action and issue a non-compliance notice |

Description of the service

Ysgol Penryhn Flying Start operates from within Ysgol Penryhn New Broughton Primary school offering flying start provision and out of school care. The service is open Monday to Friday, term time, offering out of school care from 7:30-8:45 and 15:00-17:30 and offering flying start provision from 9:15-11:45. The service is registered to care for a maximum of 12 children aged 2- 12 years. The registered person is Martin Matthias and persons in charge are Tessa Lewis and Janice Kingston.

English is the main language. This is a service that does not provide the Welsh language 'Active Offer'.

Summary

| Theme | Rating |
|---|----------|
| Well-being | Adequate |
| Care and Development | Poor |
| Environment | Poor |
| Leadership and Management | Poor |

1. Overall assessment

Aspects of the service are running well with some children enjoying their play but overall the service is managed poorly and is not always safe for children. The registered person does not support staff well enough to carry out their duties effectively and does not ensure the service meets our regulations and national minimum standards.

2. Improvements

Since the last inspection leaders in the flying start provision have put a new activity planning system in place.

3. Requirements and recommendations

We found that the service did not meet legal requirements and we have issued formal notices to ensure that these matters are addressed immediately. These matters relate to Environment and Leadership and Management. See section 5 for more information.

1. Well-being

Adequate

Summary

Some children are happy, motivated and have positive relationships with staff and each other. However, some children interact negatively, become bored and do not co operate.

Our findings

In the flying start provision, children communicated their wants and needs and all requests were listened to with staff responding positively. At the after school club children made some choices and decisions about what they wanted to eat and play with. Children told us they had free choice at the club and could play with anything they wanted. However, observations showed children's requests were not always listened to and met. For example, a child asked for a story to be read and was told 'I'll read one but I'm not reading that one.' At snack time, some children were still hungry and asked for more sandwiches but were told there were none left.

Most children in the flying start provision were happy and relaxed. New children were developing an understanding of routines, which provided a sense of security. Transition times were calm, with children stopping and listening by putting their hands in the air, before marching inside and quietly hanging their coats up. Children in the after school club knew staff well because they also worked in the school. Children told us staff were 'nice' and we heard a few lovely conversations between children and staff which showed some children had developed positive relationships, enabling them to feel safe and secure.

Children in the flying start provision interacted well. They were learning to follow instructions and played alongside each other appropriately. They were beginning to understand the need to share and with support they shared resources such as sand toys, craft materials and the prams. Most children followed the instructions and displayed good manners whilst waiting for their snack. In the after school club, a few children were co operative and interacted appropriately by tidying up and being polite. However, other interactions with staff were negative, with some children showing a lack of respect towards property and people. For example, some equipment was not looked after, a football game was spoiled by a child purposefully kicking the ball in to a temporary carpark and we saw one child argue with a member of staff whilst others ignored instructions.

All flying start children had positive attitudes towards their play. They enthusiastically took part in the craft activity and enjoyed sticking feathers, pompoms and ribbons on to their card. Two children thoroughly enjoyed emptying and re filling buckets in the sand and they were motivated to play outdoors. Children were engrossed in their play throughout the morning and parents told us their children liked the activities on offer and enjoyed attending. At the after school club, observations showed some younger children enjoyed some aspects of their play. For example, one or two children enjoyed racing against the

staff and laughed as they ran around outside. However, there were many times when children were disengaged in their play, which resulted in them becoming bored and disruptive. Younger children told us they liked the club and two older children told us they did not want to play with any of the games that day. Others told us they would rate the club 5 or 6 out of 10.

Flying start and after club school children had access to experiences which enabled them to play and develop independent skills. We saw examples of children being encouraged to do things for themselves, such as, choosing their own games and following their own interests. Flying start children wiped their own hands and face after eating and used a dustpan and brush to sweep up the sand independently. After school club children gave out apples at snack time and collected the cups. The variety of activities on offer enabled children to develop a range of skills in the flying start provision. However, the development of skills was limited in the after school club as there were not enough toys outside and indoor toys did not always stimulate the older children's interests.

2. Care and Development

Poor

Summary

Staff promote healthy lifestyles by offering well balanced food and outdoor play. However, the registered person does not effectively ensure staff at the after school club implement policies and procedures to keep children safe. Staff do not manage interactions appropriately and staff do not provide an adequate range of stimulating activities for out of school aged children.

Our findings

In the flying start provision staff kept children healthy and safe. They supervised children well by following the appropriate staff and child ratios. Registers were completed accurately including staff who worked that day but they did not always keep a record of children's arrival and departure times. Appropriate food safety and hygiene practices were followed and were in line with the service's policies. Staff had attended food safety and child protection training ensuring they understood the procedures to follow. Healthy food was offered and children were given plenty of opportunities to experience physical play.

In the after school club staff had been caring for up to 16 children despite the registration certificate stating a maximum of 12 children. This meant the registered person was not operating in line with our regulations and standards, resulting in potential risk and/or poor outcomes for children using the service. We raised this with the registered person who confirmed he would not allow any more than 12 children to attend in the future. The service's register consisted of one page with no date recorded and the rest of the document was locked away in the school building. This meant we were unable to see if registers were completed accurately with correct staffing ratios. Neither staff members held up to date Paediatric First Aid certificates. This meant in an emergency situation, we could not have full confidence in their ability to administer emergency first aid. Both staff were aware of the safeguarding policy and understood the procedure to follow if they were concerned about a child but their child protection training had expired. Appropriate hygiene practices were followed when preparing snack and healthy food and drink was offered at the after school club. However, only one member of staff had had attended food safety training and children were not asked to wash their hands before eating.

At the flying start provision, staff managed children's behaviour effectively. They used songs to keep children focused at snack time and were good role models by treating children with respect and teaching them how to say 'please' and 'thank you'. Staff were warm and caring in their approach and showed genuine interest when talking to the children. Situations were handled with care and sensitivity by staff kneeling down and speaking to children about not mixing the sand toys in to the playdough. This encouraged positive behaviour in line with the service's policy. At the after school club, there were times

when staff showed genuine care and affection towards the children. However, unwanted behaviour was generally poorly managed with staff struggling to diffuse situations effectively, resulting in poor outcomes for children. Staff did not receive sufficient guidance and support from the registered person to help manage challenging behaviour.

Staff in the flying start provision promoted children's development by planning a good variety of play and learning experiences with activities linked to songs, rhymes and stories such as the Hungry Caterpillar. The person in charge had recently attended training and started to produce long term planning containing seasonal activities linked to children's key skills. Staff tracked children's progress and planned activities linked to their next steps in learning and examples of their work were kept in individual files. In the after school, we saw activity ideas noted on paper but we saw little evidence of these activities on the day. We asked to see photographs of the range of activities offered but were told because they were recorded on an app, there would be no signal. Therefore, we were provided with no evidence to show staff offered a range of age-appropriate play and recreational activities.

3. Environment

Poor

Summary

Insufficient measures are in place which put children's safety at risk in the after school club. The play space is disorganised and untidy with a limited range of resources available for those attending the out of school club.

Our findings

Staff provided a safe, welcoming environment for children attending the flying start provision. The premises were secure with staff controlling the door for parents/carers to enter. The outdoor area was surrounded by secure fencing and written risk assessments were followed with potential hazards being reduced or eliminated. This ensured the environment was safe for children. Records showed fire drills were carried out ensuring staff and children knew the procedure should there be an emergency.

However, at the after school club, the environment was poor. Sufficient measures had not been put in place to ensure everyone was aware of their responsibilities in relation to the safety and welfare of children. We identified some serious issues. For example, there was no evidence fire drills had been undertaken, risk assessments had not been carried out and staff were not always able to keep all children safe. We have issued a notice of non compliance in order for these matters to be addressed.

The flying start provision operated in a stimulating, purpose built classroom. Tables and chairs were appropriately sized and children were able to hang their belongings up which created a sense of belonging. The environment was engaging, welcoming and wall displays contained a wealth of children's work including butterfly and crab art work, a spring display and a feely wall for the children to touch the different textures. Both the indoor and outdoor environment were used effectively to extend children's knowledge and development offering a good range of resources which stimulated their curiosity and interest. The after school club operated from a classroom within the school building offering ample space for children. However, the classroom was poorly organised. The floor had not been cleaned and resources were untidy and disorganised. Many resource boxes were overflowing with miscellaneous items making it difficult for children to select toys or be inspired.

Flying start staff provided a wide range of toys and equipment which were age appropriate and suitable for children's needs. Resources were clean and stimulated learning. For example, outdoors a wide variety of resources were offered including wooden spoons and pans which children enjoyed hitting. However, after school club resources were limited and did not meet all children's needs and interest levels. For example, staff provided outdoor play for children but the shed was not opened, which meant the only outdoor resources

available were two footballs. This meant some children became bored and behaved inappropriately which was of concern.

4. Leadership and Management

Poor

Summary

The registered person does not set clear expectations for staff and the service is ineffectively managed with many regulations not being met.

Our findings

Flying start leaders are pro active and motivated. However, the registered person does not ensure the whole service runs effectively. After school club leaders do not have clear roles and responsibilities which result in the club being poorly managed. Many regulations are not adhered to and leaders do not meet the National Minimum Standards. Staff followed two different sets of policies resulting in inconsistent practice. The statement of purpose is inaccurate and does not fully reflect the whole service. For example, it does not make clear children aged under 7 have to wait in the main building for 25 minutes before being taken to the after school club room.

Overall, leaders are not reflective and do not evaluate the service effectively. We asked to see the annual quality of care review and were shown one from the pervious year which referenced only the flying start provision and not the out of school care. We informed the person in charge to comply with regulations the document must be written annually and take in to account children's and parents' views across the whole service.

The flying start children's registration records are well maintained and adult and child ratios met the national minimum standards. However, in the after school club, information required by regulations was missing from the records. For example, children's health information, dietary needs and children's collection details. Staff files show inconsistencies with information missing such as references. There are no systems in place to ensure all staff receive regular induction, supervision and appraisal. The performance management process is unsatisfactory and mandatory training is not kept up to date.

Leaders have developed positive links with parents in both the flying start provision and after school club with parents telling us they are happy with the service. Parents are kept up to date and are well informed about the flying start provision. However, in the after school club inadequate procedures are in place for sharing information, including how children behave during the day. For example, no explanation was given to a parent as to why their child was the only one outside with no shoes, nor did staff inform them that they had behaved inappropriately by kicking their shoes in to the carpark.

5. Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections

None

5.2 Recommendations for improvement

During this inspection, we identified areas where the registered person is not meeting the legal requirements and this is resulting in potential risk and/or poor outcomes for children using the service. Therefore, we have issued non compliance notices in relation to the following:

Regulation 9 (1) of The Child Minding and Day Care (Wales) Regulations 2010:
The registered person failed to act with sufficient care, competence and skill. Necessary measures had not been put in place to ensure the service operated in line with regulations and National Minimum Standards.

Regulation 30 (1) (a) of The Child Minding and Day Care (Wales) Regulations 2010: Children's records were missing required information.

Regulation 25 (c) of The Child Minding and Day Care (Wales) Regulations 2010:
There were risks to children's health and safety.

Details of the actions required are set out in the non-compliance report attached.

6. How we undertook this inspection

This was a full unannounced inspection undertaken as part of our normal schedule of inspections.

One inspector visited the service from 09:00- 11:00 on Monday 29 April and from 09:00- 18:30 on Tuesday 7 May 2019. Further information was exchanged via telephone on Friday 17 May 2019.

We:

- observed practice and completed observations using the SOFI2 tool to evidence the children's engagement and the care being provided by staff;
- spoke to the children, staff and parents;
- spoke to the registered person and persons in charge, and
- looked at a wide range of records including the statement of purpose, policies, procedures, staff files and children's records.

Further information about what we do can be found on our website:

www.careinspectorate.wales

7. About the service

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| Type of care provided | Children's Day Care Full Day Care |
| Registered Person | Martin Matthias |
| Person in charge | Tessa Lewis Janice Kingston |
| Registered maximum number of places | 12 |
| Age range of children | 2-12 |
| Opening hours | Monday to Friday term time 7:30-8:45 breakfast club 9:15-11:45 Flying start 15:00-17:30 after school club |
| Operating Language of the service | English |
| Date of previous Care Inspectorate Wales inspection | 8 March 2016 |
| Dates of this inspection visit(s) | 29 April 2019 7 May 2019 |
| Is this a Flying Start service? | Yes |
| Is early years education for three and four year olds provided at the service? | No |
| Does this service provide the Welsh Language active offer? | This service does not provide an 'Active Offer' of the Welsh language. It does not anticipate, identify or meet the Welsh language needs of the children who use, or intend to use the service. We recommend that the service provider considers the Welsh Government's 'More Than Just Words follow on strategic guidance for Welsh Language in social care'. |
| Additional Information: | |

Date Published 19 July 2019



Care Inspectorate Wales

Children and Families (Wales) Measure 2010

Child Minding and Day Care (Wales) Regulations 2010

Care Standards Act 2000

Non Compliance Notice

Childrens Day Care

This notice sets out where your service is not compliant with the regulations. You, as the registered person, are required to take action to ensure compliance is achieved in the timescales specified.

The issuing of this notice is a serious matter. Failure to achieve compliance will result in Care Inspectorate Wales taking action in line with its enforcement policy.

Further advice and information is available on CSSIW's website
www.careinspectorate.wales

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| | |
|--|-------------------------------------|
| Leadership and Management | Our Ref: NONCO-00007685-PQPM |
| Non-compliance identified at this inspection | |
| Timescale for completion | 30/06/19 |
| Evidence | |
| <p>The registered person is not compliant with Regulation 9 (1) of the child minding and Day Care (Wales) Regulations 2010.</p> <p>This is because the registered person failed to act with sufficient care, competence and skill. Necessary measures had not been put in place to ensure the service operated in line with Regulations and National Minimum Standards.</p> <p>The registered person had not ensured all staff had up to date DBS certificates as we found one member of staff's DBS had expired.</p> <p>Of the two staff working in the after school club neither could provide evidence they had received up to date Paediatric First Aid training.</p> <p>Of the four staff files looked at, all had missing induction documents and staff photographs. References were not always in place. For example, one member of staff had no references and one staff member only had one reference.</p> <p>Supervision and appraisals were not carried out effectively. For example, of the four staff files looked at, only one had received supervision and only one had received an appraisal. This meant staff were not routinely given an opportunity to discuss their performance/training needs to improve the delivery of care.</p> <p>Staff told us they allowed up to 16 children to attend the service. This meant the registered person was operating outside of his registration certificate which states a maximum of 12 children are to be cared for.</p> <p>There were no evidence fire drills were carried out at the after school club.</p> <p>The registered person had not kept under review, and where appropriate revised the statement of purpose to ensure it fully reflected the service including making parents aware of who was caring for the children and where they were looked after between 15:00- 15:30.</p> <p>There was no up to date quality of care review taking in to account all aspects of the service.</p> <p>The impact on children using the service is that ineffective measures in place result in the after school club children not being sufficiently safeguarded.</p> | |
| Description of non-compliance/Action to be taken | Regulation number |
| Regulation 9 (1) of the child minding and Day Care (Wales) Regulations 2010. The registered person must, having regard to the statement of purpose, the number of relevant children and the need to safeguard and promote their welfare, provide day care with sufficient care, competence and skill. | |

The registered person must provide evidence to CIW to show how each non compliance has been met to ensure children's safety and improve the quality of care.

| | |
|--|-------------------------------------|
| Leadership and Management | Our Ref: NONCO-00007688-NVDW |
| Non-compliance identified at this inspection | |
| Timescale for completion | 30/06/19 |
| Evidence | |
| Description of non-compliance/Action to be taken | Regulation number |
| Regulation 30 (1) (a) Schedule 3 of the child minding and Day Care (Wales) Regulations 2010. The registered person must maintain and, whilst relevant children are being cared for, keep at the relevant premises, records in relation to the matters specified in Schedule 3. The registered person must provide CIW with suitable evidence to show all children's records contain the required information. | |
| <p>The registered person is not compliant with Regulation 30 (1) (a) Schedule 3 of the child minding and Day Care (Wales) Regulations 2010.</p> <p>This is because children's records were missing required information.</p> <p>We examined children's records at the after school club and found none of the records contained any information on the following: gender, pick up arrangements, religious/cultural background, days attending, dietary needs, GP contact details and health information.</p> <p>The impact on children using the service is risk to their health and safety if information is not known or recorded.</p> | |

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|---|-------------------------------------|
| Environment | Our Ref: NONCO-00007689-PRLT |
| Non-compliance identified at this inspection | |
| Timescale for completion | 30/06/19 |
| Description of non-compliance/Action to be taken | |
| Regulation number | |
| <p>Regulation 25 (c) of the child minding and Day Care (Wales) Regulations 2010. The registered person must ensure that unnecessary risks to the safety of relevant children are identified and so far as possible eliminated. The registered person must provide evidence to CIW to show children are kept safe at all times at the service and to show staff fully understand their role in keeping children safe.</p> | |
| Evidence | |
| <p>The registered person is not compliant with Regulation 25 (c) of the child minding and Day Care (Wales) Regulations 2010.</p> <p>This is because risks to children's safety were identified at the after school club.</p> <p>The school was undergoing building work and we saw a child trying to climb under temporary mesh fence panels to retrieve their shoes, which they had kicked into an empty car park area. Staff asked the child to get out from underneath the panels several times but this had little impact and staff were ignored. The child continued to lie their body underneath the raised fence panels and when they did not succeed in getting underneath they walked around the perimeter of the fence trying to go underneath other panels. This continued for over 30 minutes with the child walking around outside without shoes on. This posed potential risk to the child's safety as it was dangerous to be trying to crawl underneath the panels and there was a risk to them standing on potentially sharp objects as they were outside with no shoes.</p> <p>We saw waste materials, due to the school's building work, had been put in a pile to be discarded- children could access this area from the field as it had not been cornered off. We also saw children climbing large rocks on the field which could have caused injury to children. Staff asked children to get off the rocks but when staff turned their back the children were on the rocks again.</p> <p>We asked to see risk assessments to see if these areas had been included but no risk assessments were available for any aspects of the after school club. The person in charge showed us the forms but said they had 'not had chance to fill them in yet.'</p> <p>The registered person had not ensured staff had the necessary skills to keep all children safe and aspects of the environment were unsafe for children. The impact on children using the service is potential risk of harm.</p> | |