



# Childcare Inspection Report on

**Woodpeckers Out of Hours Club**

**Whitchurch Primary School  
Erw Las  
Whitchurch  
Cardiff  
CF14 1NL**



**Date Inspection Completed**

01/05/2019

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<b>Ratings</b>	<b>What the ratings mean</b>
<b>Excellent</b>	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
<b>Good</b>	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.
<b>Adequate</b>	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.
<b>Poor</b>	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

Woodpeckers Out of Hours Club is located at Whitchurch Primary School in Cardiff and operates from two demountable buildings located on the school grounds. The club is registered to care for up to 106 children aged from four to twelve years. It is open during term time from 7:45am to 9:00am for Breakfast Club and 3:15pm 6:00pm for after school club. Holiday Club is open from 8:00am to 6:00pm during half term, Easter and four weeks of the Summer holidays. The club is run by Woodpeckers Out of Hours Club management committee who have nominated a Responsible Individual (RI) to manage the club. There is also a Person in Charge (PiC) who has the day to day responsibility for the group. The service operates through the medium of English although basic Welsh is introduced into activities.

## Summary

Theme	Rating
<a href="#">Well-being</a>	Good
<a href="#">Care and Development</a>	Good
<a href="#">Environment</a>	Good
<a href="#">Leadership and Management</a>	Adequate

### 1. Overall assessment

Woodpeckers Out of Hours Club provides children with a good range of activities which are supported by quality resources and motivated staff. Children are well settled and relaxed in their surroundings and engage well with other children and their carers. Staff have good knowledge about the children's needs and provide nurturing, supportive care, with considerable attention focused on children's emotional wellbeing. The environment is spacious, safe and the resources and activities available keep children engaged and interested. Overall leadership of the setting is adequate and some aspects such as adult to child ratios operate above the requirements of the National Minimum Standards for Regulated Childcare for children up to the age of 12. Recruitment personnel files did not contain all the necessary information in line with regulations, however, a non compliance notice has not been issued, as this issue was addressed following the inspection.

### 2. Improvements

The RI has addressed the issue of non-compliance identified at this inspection. Good practise recommendations have also been actioned including;

- Emergency contacts have been checked and updated where necessary. Parents are now reminded periodically to keep these updated;

- all cleaning equipment has been removed from children's reach;
- the statement of purpose has been updated and will be reviewed annually or more frequently if changes have been made in accordance with standard 1.4.
- medication forms now include a signature from parents/carers before and after the administration of medication;
- the complaints policy now includes a section detailing how we deal with children's complaints to ensure children's voices are being heard and listed too;
- a Prevent policy has been written and is incorporated within the safeguarding policy;
- some staff have attended training courses on Prevent and other members will be attending in the near future;
- agency contact details are included in the Child protection Policy including the Intake and Assessment team including the Out of Hours number;
- injuries not accorded at the club will be recorded including children entering the club from home or school and
- a water station has been introduced so that children can access drinks independently at all times.

### 3. **Requirements and recommendations**

The following area of non compliance has been identified and discussed with the RI and the PiC.

- Regulation 28(2) (2) (b) (ii) as the RI failed to ensure that the staff files contained all the relevant information and documentation required by the regulations.

A non-compliance notice has not been issued as the RI provided information following the inspection confirming that they had addressed this matter.

Some good practice recommendations have been made which are outlined in section 5 of the report.

# 1. Well-being

**Good**

## **Summary**

Outcomes for children are good. They enjoy a wide selection of activities and have access to resources which are suitable for the age range of children who attend the setting. Children have developed positive and warm relationships with one another and those who care for them.

## **Our findings**

Children have a voice and they are encouraged to share their views. There is a comments box, which we saw is frequently used by the children and some of their requests for new toys or resources have been met. The setting encourage children's feedback and use questionnaire to capture children's opinions which form part of their annual quality of care review. Children told us that they had contributed their ideas to the planning of activities. We noted that children are confident to speak out and ask for resources. Resources and toys are placed throughout the hall and this enables children to make choices over their play options. Children were able to choose to play outside or stay in the hall. We observed children and staff engaged in friendly conversations and it was clear that children are listened to and that their views are considered.

There is a relaxed and friendly atmosphere and children are happy and enjoy their time playing with other children. We saw children smiling, laughing and running around outside. They were chatty, engaged in their play activities and responded well when staff joined in with them. We heard staff continually praise children's achievements and efforts. Staff spoke respectfully and politely to children at all times and children were equally as respectful to staff. Children told us that they liked the club and enjoyed attending.

Children from within a wide age group use the service and we saw that they behaved very well. Supportive friendships between individuals are evident and younger children are confident to ask for support when needed. We saw children taking turns on an iPad and playing with small world toys. Older children were seen by younger children as role models and children of all ages were comfortable in each other's company.

Children can follow their own interests and focus on activities that they choose. We saw children playing games such as table football, Connect 4, cars and construction toys, whilst others were keen to be more active outside. Some children valued the opportunity to relax and have quiet time in the designated reading room. We saw that most children were self-assured and that they valued the opportunities to self-direct their time at the club. Children played alone, in pairs and in groups. At snack time children's demonstrated a high level of independence as they managed their own packed lunches. They cleared away and disposed of their leftovers independently.

## 2. Care and Development

Good

### Summary

There are effective procedures and strategies in place which ensure that staff have the knowledge and skills to offer a good quality service to the children in their care. Well-developed processes and systems ensure that safeguarding and the health and safety of the children is prioritised.

### Our findings

Staff follow the setting's policies and procedures to keep children safe and healthy. There was a Safeguarding policy in place, which contains information on the Prevent duty. This duty highlights the need for all child care providers to protect children from the dangers of radicalisation and extremism as part of their safeguarding responsibilities. During our visit we observed the snack / lunch time routine. Children were encouraged to wash their hands independently and sit together in groups for their meal. Children bring their own packed lunch and we observed that the meal time was very calm and relaxed. Staff chatted with the children providing assistance when required. As part of the daily routine, children have outdoor play in the yard or free play in the school hall to ensure they have physical exercise.

Staff manage interactions well and provide a range of interesting and varied activities to suit all of the age ranges of the children. Staff are good role models as they conducted themselves with professionalism. They were courteous and treated each other and the children with respect. The atmosphere was calm and purposeful, with quiet reminders being given for politeness and good manners. Staff were on hand to offer advice and oversee the children in an unobtrusive manner. There is a clear behaviour management policy in place and children are aware of the rules and expectations of the club. The club is very much an extension of the school and whilst it is probably far more relaxed and informal than the daily school environment, standards of behaviour and conduct are the same. Children know what is acceptable and adhere to the rules.

Activities and resources are of a good quality which supports and engages children in their play. Within the routine, children are able to choose from both inside and outside play activities. Staff ensure that children are actively engaged and offer opportunities for them to develop their skills. We noted that care practices were relaxed and staff were happy to support children and participate in activities with them. Individual development records are not maintained as children attend for school wrap around during term time or holiday care. We heard children talk about their interests and school life and staff were clearly aware of children's preferences and hobbies.

### **3. Environment**

**Good**

#### **Summary**

The service operates from two demountable buildings located within the school grounds. The location of the building and variety of resources provide interesting opportunities to children for learning and recreation. Leaders and staff ensure that all health and safety requirements set down in the National Minimum Standards are implemented.

#### **Our findings**

The leaders ensure that the environment is safe for children as appropriate policies and procedures have been implemented. There is a locked front door and visitors to the service are required to sign in and out. We saw that there were written risk assessments and fire drills had been conducted at regular intervals. Accident and incident records had been completed and the nature of them was typical of the age of children who attend the service and did not raise any concerns around the safety of the premises. We saw that daily checks are conducted by the team to ensure that the environment is safe for children.

Leaders ensure that the environment is suitable for the children who attend the service. There is two building that are used for difference age groups which offer ample space for play activities. Toilet facilities are located directly off the room which children can access independently. Children have access to a designated outdoor play which is used for physical play. Toys and resources are stored at low level so children can access them independently.

Leaders provide good quality resources and equipment for children who attend the service. There was a selection of resources and play materials including a snooker table, play station, books, chalkboard as wells as puzzles and craft materials, all of which were well maintained. Outside children had access to a mud kitchen, wheeled toys, tennis equipment and bat and balls. We noted that some reusable materials had been used for making a den for the children. The PiC was open to the suggestion of increasing natural, multicultural and Welsh resources.



## **4. Leadership and Management**

**Adequate**

### **Summary**

Leadership and management is carried out by experienced individuals who are motivated and open to new developments as a means of promoting positive outcomes to children and their families. Whilst many aspects of the service are run appropriately there are areas which require attention in order to meet National Minimum Standards and Regulations.

### **Our findings**

Leadership of the setting on a day to day basis is effective. The PiC and RI have a sense of purpose and vision for the club and this promotes on going improvement. There are many areas of the NMS such as adult to child ratios, which the club often exceeds. Policies and procedures are suitable and provide clear guidance to the staff team. The RI explained that all documentation was in the process of being updated with CIW change in name. The management team ensure the environment is safe and inviting for the children and we noted that accurate records are maintained in relation to the registers. Children are signed in by the staff and parents sign them out, including the time, which ensures there is an accurate record of the children's attendance. Incident and accident records are maintained.

Leaders are aware of their responsibility to review their service in order to plan improvement. The PiC informed us that the Quality of Care review is due to be completed in the very near future. She explained that they use the feedback form parents, staff and children to evaluate their service. She agreed to forward this to CIW on completion. Informal team meetings are held at least termly and provide staff with an opportunity to give feedback and make suggestions for improvement. A more formal record of meeting would be beneficial.

Management of staff and resources is reasonably effective. Staff told us that they felt supported by the PiC and RI. We were unable to view staff supervision or appraisals as the records were off site. Following the inspection we spoke to the RI who confirmed that all supervisions took place on a six monthly basis and appraisals on a yearly basis. She agreed to ensure that these were made available during the next inspection. We also saw that the staff personnel files did not contain the necessary information required by the regulations and therefore they were not compliant with regulations. However, all staff had suitable security checks such as Disclosure and Barring checks. We provided a list of documents to the RI that needed to be included in the staff files so that the club could become compliant with the relevant regulations. The RI confirmed that these records were updated following the inspection.

Partnership working with parents and carers is good. Parents are provided with information outlining the main policies and procedures of the club and information for parents is displayed in the entrance area. Staff told us they also have a good working relationship with the school on site. Parent parents receive an information pack when their child starts at the club and regular updates when collecting their child .Leaders ensure that they maintain worthwhile partnerships to maximise the benefits of the service to children.

## **5. Improvements required and recommended following this inspection**

### **5.1 Areas of non compliance from previous inspections**

None

### **5.2 Recommendations for improvement**

- Increase the availability of natural, multi-cultural resources and Welsh resources;
- maintain formal records and minutes of team meetings;
- complete and forward the Quality of Care review to CIW;
- ensure all risk assessments and policies reviewed and dated regularly and
- update all docs with CIW change in name.

## **6. How we undertook this inspection**

An unannounced full inspection which examined all four themes was undertaken by one inspector over one visit to the service. The following methodology was used to gather evidence for this report:

- Discussion with the PiC, RI, staff and several children;
- examination of records, policies and procedures;
- visual inspection of the environment;
- observation of care practices and routines and
- consideration of information held by CIW.

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

[www.careinspectorate.wales](http://www.careinspectorate.wales)

## 7. About the service

Type of care provided	Childrens Day Care Out of School Care
Responsible Individual	Catherine Martinson
Person in charge	Sian Burnett Catherine Martinson
Registered maximum number of places	106
Age range of children	4 to 12 years
Opening hours	7:45am to 9:00am for Breakfast Club 3:15pm 6:00pm for afterschool club Holiday Club is open from 8:00am to 6:00pm on half term, Easter and four weeks of the Summer holidays.
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	16 June 2015
Dates of this inspection visits	26 April 2019
Is this a Flying Start service?	No
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 is a service that does not provide an 'Active Offer' of the Welsh language. It does not anticipate, identify or meet the Welsh language needs of people/children who use, or intend to use their service. We recommend that the service provider considers Welsh Government's 'More Than Just Words follow up strategic guidance for Welsh language in social care.'
Additional Information: None	

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