



Childcare Inspection Report on

The Y Centre After School Club

**The Y Centre
25 John Street
Porthcawl
CF36 3AP**



Date Inspection Completed

12/06/2019

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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

The Y Centre After School Club was registered in July 2013 and provide care for a maximum of twenty children aged 3 to under 15 years. John Hornsby, the Chairman of the Board of Management, who is the responsible individual on behalf of Porthcawl Young Men's Christian Association (YMCA), oversees the service. The person in charge is Brian Freeman. Care is provided through the English language. The setting provides childcare from the YMCA building in Porthcawl town centre

Summary

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

1. Overall assessment

Children in The Y Centre After School Club are happy and clearly enjoy themselves there. They are provided with some choices and interact well together. Staff ensure that children have a satisfactory selection of activities; and a sufficient amount of space and appropriate resources available to them. Certain aspects of leadership and management need to be improved; in relation to general management of staff and children as well as record keeping.

2. Improvements

None

3. Requirements and recommendations

We have advised the registered persons that improvements are needed in relation to suitability of staff (regulation 28) and staffing ratios (regulation 27) in order to fully meet the legal requirements. A notice has not been issued on this occasion, as there was no immediate or significant impact for children using the service. We expect the responsible person to take action to rectify this and it will be followed up at the next inspection.

We made recommendations in relation to care and development, the environment and leadership and management. These are detailed at the back of the report.

1. Well-being

Good

Summary

Children are happy and settled at the club. Children express themselves well and are developing good relationships. Children are enthusiastic and enjoy their play opportunities.

Our findings

Children are happy and settled in the after school club. They told us they enjoyed attending the club, playing with their friends and taking part in activities such as colouring, art and crafts, role-play, small world and board games. Children have good choices and express themselves well. We observed the children confidently choosing activities from those available to them. They made effective decisions about what they wanted to play with on arrival. For example, one child decided to play with the arts and crafts whilst another child decided to change to their football kit and show us their football interests. Another child was happy to talk to staff and us at the club about their day at school and their tennis match.

Children have developed positive relationships with staff and their peers and feel confident that their feelings will be taken into account. They were relaxed and comfortable at the club and we saw children smiling and chatting with their friends and adults. Children knew who they could approach if they felt sad, and said they felt safe in the club. They chatted to us with confidence, and included us in their playtime. They interacted well with each other and the adults and all age ranges played and cooperated happily with one and other. They took turns, shared resources and were sensitive to the needs of their friends. For example reminding each other to be careful when playing with the balls. Children also showed respect in terms of the toys and equipment available to them and shared art and craft resources.

The majority of children led their own play and were interested and engaged in their activities. For example, a group of children were immersed in colouring, creating posters about the club, playing football and hockey and devising an obstacle course. Children had plenty of opportunities to move around structured and free play activities and were happy and content in their play. Children enjoyed themselves very much and immersed themselves in their play. One child decided to stay for an extra hour as they did not want to leave as they were enjoying themselves so much. Children have many opportunities to develop their independence well. They showed confidence in choosing their activities and most confidently tried things before asking for help. Children enjoyed a balance of structured and child led activities, or just relaxed after school. They had opportunities to be completely independent at times, for example when helping themselves to a snack and water at teatime and going to the toilet. Children are developing a good level of independence. They follow personal interests and are learning how to help others.

2. Care and Development

Adequate

Summary

Staff know the children well and in the main provide them with care, which meets their needs. Leaders generally supervise children and manage the interaction of the children satisfactorily. However, some improvements are needed.

Our findings

Staff have a good understanding of child protection procedures. During discussions, staff showed that they were familiar with the service's child protection policy and knew what steps to take should any concerns be raised about a child. They told us that they had attended updated child protection training and had information in relation to the prevent duty and radicalisation. At the time of the inspection we only saw one staff member's first aid training certificate. However, the responsible individual confirmed that two other staff members had recently completed first aid training. Staff are committed to keeping the children safe, healthy and engaged most of the time. However, we observed three children accessing their mobile phones with one child in particular disengaged with all other activities. This also contradicted the mobile phone policy that leaders have in place for the service in respect of both children and staff.

Staff provided children with a choice of snack, namely toasted sandwich and a choice of fillings. Milk and water was available to the children throughout the session. We did not observe the staff member washing their hands prior to preparing the snack and additionally, staff did not remind children to wash their hands before sitting down for their snack.

Leaders had completed daily risk assessments and followed their procedures when recording accidents. . Children's arrival and departure times were recorded daily. Staff praised positive behaviour and we saw staff praising and thanking the children on a regular basis. For example for being polite, for colouring neatly, and for helping the younger children. Staff engaged well with the children, they were happy to take part in the activities and chatted to them as they played. However, staff were not always good role models in respect of managing the children's behaviour and we heard them raising their voices at the children. At times they allowed the children's behaviour to become too boisterous.

3. Environment

Adequate

Summary

Leaders ensure that the environment is clean, well maintained and that the space and resources are suitable for the age range of the children in their care.

Our findings

Children are cared for in a relatively safe and clean environment, which is fit for purpose. Leaders had undertaken a risk assessment of the site. Although the main door to the out of school clubroom was locked, the building's main entrance door and the large hall was unlocked. Leaders maintained a visitors' record. Staff arranged and recorded fire drills, which included reverse evacuation procedures. However, these were not undertaken regularly and the only dates recorded were June 2018 and March 2019. Electrical appliances had been subject to a PAT test. Leaders told us that they undertook and recorded safety checks on a daily basis including the completion of daily risk assessments for each area and activities, such as computer usage, crafts and the walking bus.

Leaders in the main ensured that the children have sufficient space and suitable facilities to meet their needs. The main base room was clean and adequately resourced with appropriately sized tables and chairs. When all the children arrived at the service, due to the layout of the room, the space felt quite cramped. For example, leaders had pushed back table and chairs to create sufficient clear play space. Some of the furniture needed replacing, for example, the sofa in the main base room was badly ripped with the foam filling exposed. Leaders had made improvements to the main club base room by creating additional storage space. There were displays of educational posters and children's work on the walls. For example, a world display for Pollution Awareness and children's posters expressing their feelings about the club. Children were proud of their work and the displays helped to create a sense of belonging. Leaders ensured that the children had access to the large, light and airy hall for physical free play. In addition, the responsible individual informed us that they have access to other rooms within the building when the main hall is unavailable namely the café and IT suite. Leaders informed us that they had recently secured a grant to improve the main base room.

Leaders ensured that there is a satisfactory variety of equipment and resources available to the children and these were of good quality and clean. Resources were age appropriate and included board games, blocks, dressing up clothes, cars and garages, Lego, books, paper and crayons or colouring pens. There was also an array of sport themed physical play resources such as parachute games, circus skills resources, play boat, giant hockey and soft balls. Leaders told us that new equipment was purchased as and when required.

4. Leadership and Management

Adequate

Summary

Leaders do not always manage the service effectively. This is because they did not ensure that records are well-maintained and completed correctly. Leaders have self-evaluation systems in place as well as the relevant policies and procedures. Leaders ensure that they comply with regulations and the national minimum standards most of the time, but improvements are required in order to ensure that leadership is fully effective.

Our findings

Leaders do not always ensure that correct staffing ratios are maintained. For example on the day of inspection there was only one staff member caring for three children from 3.30pm until 3.55pm. However we saw in the sample of registers seen that staffing levels were generally maintained at the service, but the person in charge confirmed that staffing during the period between 3.30pm and 3.55pm was a regular problem. The statement of purpose was available and up-to-date. Various relevant policies and procedures were available including a mobile phone policy. During the inspection however, leaders and staff did not adhere to their own policy because we saw staff and children freely being able to use their mobile phones at the service without being challenged.

We examined a sample of five children's enrolment forms and found them to be fully completed and in order. Staff maintained scrapbooks of examples of children's activities and the work the children had produced. Staff recruitment was not fully effective. We viewed a sample of four staff files and found that not all the information required by regulations were in place. One file was missing DBS information; two files were missing two references and CV information and one was missing a health declaration. During the inspection we evidenced that supervision and appraisals had not been undertaken on a regular and annual basis as dates viewed on documentation referred to 2012 and 2018 for supervision and one appraisal document was dated 2014. However, prior to the production of this report the person in charge confirmed that all supervisions and annual appraisals for staff had been undertaken and that these records were held in the main office with the last recorded supervision for two staff members dated April and October 2018;

Staff are appropriately trained. The person in charge and deputy person in charge are in the process of completing their Level 5 Play work training and had recently completed the Attachment Theory Training. However, not all staff had completed core training. For example, of three staff files sampled, two did not have valid food hygiene certificates and one staff member did not have a valid first aid certificate. Prior to the production of this

report leaders confirmed that two staff members had renewed food hygiene training in April 2018 and that two staff members held a current and valid first aid certificates.

Leaders had a system in place to evaluate the service and plan for improvements. They had undertaken a quality of care review, and were in the process of preparing a report. Leaders had received feedback from parents, children and staff and evaluated what the service did well and what was proposed for the year ahead. Prior to the production of this report leaders had completed the Quality of Care Report and a copy forwarded to CIW.

Leaders have developed good links with the local schools and operated a pickup service to several of them and parents told us that they were more than satisfied with the care their children received. Leaders talked to parents about their children's care at the end of the session in a relaxed manner. Parents told us how valuable the service was, and that staff were very kind and caring and had formed very positive partnerships with them.

5. Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections

None

5.2 Recommendations for improvement

We recommended that the leaders should ensure that:

- staff are good role models and consider how they manage behaviour
- staff and children adhere to the service's mobile phone policy;
- they practise fire drills regularly;

- they make better use of the space in the main base room;
- children and staff wash hands as appropriate
- they risk assess the ripped sofa in the main base room and
- all staff responsible for snack preparation should hold current food hygiene certificates.

6. How we undertook this inspection

This was a full inspection undertaken as part of our schedule of inspections. Two inspectors visited the service on 12 June 2019 for approximately 3 hours. Feedback was provided on 18 June 2019 for a total of two hours to both the person in charge and responsible individual. We;

- examined a sample of documents and policies including staff files, children's files, planning documents, fire drills and policies;
- observed the children and care provided;
- spoke with the staff, parents, person in charge and children; and
- we examined the indoor premises.

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

www.careinspectorate.wales

7. About the service

Type of care provided	Children's Day Care Out of School Care
Responsible Individual	Anthony Hornsby
Person in charge	Brian Freeman
Registered maximum number of places	50
Age range of children	3 years to 15 years
Opening hours	3.00pm to 6.00pm term time and 8.00am to 6.00pm during school holidays
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	21 September 2015
Dates of this inspection visit(s)	12 June 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 service does not provide an 'Active Offer' of the Welsh language. It does not anticipate, identify and meet the Welsh language and cultural needs of people who use, or may use, the service. However, incidental Welsh is used.
Additional Information:	

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