



Childcare Inspection Report on

Simply Out of School Llangan

**Llangan County Primary School
Llangan
Bridgend
CF35 5DR**



Date Inspection Completed

02/03/2020

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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

Simply Out of School Llangan was registered with Care Inspectorate Wales (CIW) in January 2016. Joanne Hopkins is the registered person and person in charge within the service. The service is registered to care for 20 children, and care for children between 3 and 11 years of age. It operates from 3.00pm to 6.00pm every day during term-time in a stand-alone building on the school site. English is the main language of the service and Welsh is supported through some activities.

Theme	Rating
<u>Well-being</u>	Good
<u>Care and Development</u>	Good
<u>Environment</u>	Adequate
<u>Leadership and Management</u>	Good

1. Overall assessment

Children are confident, happy and well cared for and take part in interesting activities both indoors and outside. Children relate well with each other and the staff caring for them. The staff team are enthusiastic, experienced and appropriately qualified. They use their skills, knowledge and experience to plan for and effectively meet the children's individual needs in play based activities. Children benefit from a warm, well organised environment where there are good systems in place to support the staff and manage the service.

2. Improvements

Recommendations made at the last inspection had been addressed. These were about some details within record-keeping and staff qualifications. Children's experiences are enhanced because staff have undertaken play work training which places emphasis on child-led play.

3. Requirements and recommendations

We made some recommendations to develop the service and improve outcomes for children. These included some minor revision to paperwork and record keeping which are outlined at the end of this report.

1. Well-being

Good

Summary

Children's views are valued and they have lots of opportunities to make choices and decisions within their activities and influence their play. Children are made to feel welcome and have formed good relationships with each other and the staff. They take part in play and tasks that build their confidence and self-esteem. Children enjoy a good range of activities both indoors and outside.

Our findings

Children have good opportunities to make choices and express their views. They choose their activities, happily initiating games with their friends or with staff. We spoke to children who told us that their favourite activities include the crafts, playing with the computerised games, jigsaws, drawing and Lego. We saw some children choose to take part in the St David's Day craft activities. These included colouring-in templates and word games which they did in a calm and conversational manner, along with a member of staff. Others played and watched each other's progress with a computerised game. They were enthusiastic, happily commenting on actions within their play. Outdoor play was energetic and cheerful. Children climbed on the large school apparatus or played ball games. A child batted a ball high into the air and it disappeared on a flat roof. Children made a great cheer as it bounced off the roof and back into the game.

Children interact well in this service. They sat together for their snack, chatting and laughing. Children told us they had been coming to the service for some years, while others are fairly new to both the service and the school. We found they were all very much 'at home' with each other and the care they receive. Children feel safe, happy and valued and were confident to ask staff for anything they might need, and they told us who they might talk to if they had a concern. Some suggested they play outside after their snack and helped choose and carry out the bats and balls they wanted to use. A child told us they would like to use the PS3 more, but understood about the time restrictions and the need to share.

Children's independence and confidence is encouraged. An older child chose to leave the main group of children for a short time and read their own book in the comfortable homely seating area. They later happily joined all the children in the outside play. We were told about the children's meetings that take place. Children discuss ideas they may have about new resources and any changes they may want to introduce. Although children do not currently take note of these, their comments are recorded by staff and contributes to the annual review of the service.

2. Care and Development

Good

Summary

Staff know the children in their care well and provide responsive care that meets their individual needs. They create a structured session where children are able to take part in and lead play of their choice. The staff understand safeguarding issues, are able to identify children at risk and have the confidence to follow appropriate procedures. They have realistic expectations of children and treat them with warmth and respect. They carry out good hygiene routines and promote healthy eating.

Our findings

The staff are clear about their roles and responsibilities in keeping children safe and they promote a safe and healthy environment. There is a good range of policies and procedures to support and manage a safe child care service, including e-safety and any use of mobile phones. We found that staff carry out a daily visual risk assessment for the play space in line with annual records. We observed staff keeping a good over-view of children at all times, taking action to support them as needed, while giving them a little time to resolve any situation for themselves. There is an effective recording system in place for accidents and existing injuries.

Staff carry out good health and hygiene routines. They provide children a fruit snack soon after they arrive and then a fuller healthy snack and water is provided later in the session. We saw children enjoying their wraps made with a choice of ham, chicken or cheese and cucumber. The service does not provide cooked food. Dietary requirements are taken into account. Appropriately hygienic routines are in place and the service is registered with the local authority environmental health department.

The service provides care which is child centred, often child-led and meets their individual needs in a cheerful and caring atmosphere. Staff are welcoming and enthusiastic, modelling positive and inclusive social interaction. They prepare well and plan for a variety of activities, happy to adjust them at any time. This helps children feel a sense of ownership with their after school club. Children are clear about club 'rules'. There is a poster on the wall at the entrance and we heard children tell each other about age restrictions on video games and films. We were told by leaders that children are given a helpful induction session when they first start at the service. We saw no areas of tension between children who all received a good level of staff attention, while being able to take a lead in their own play. A parent told us that the two regular members of staff *"Are brilliant; I always get a full brief about things."* Another parent told us that staff are always responsive to emails. The Welsh language is not specifically supported in this service, although it is used a little within some activities.

3. Environment

Adequate

Summary

Leaders and staff ensure that children receive care in a safe, secure and child friendly setting. Leaders provide appropriate range of resources and experiences that enhance their play, learning and development both indoors and outside. It is an environment in which children can play and relax safely because practitioners minimise risks to children.

Our findings

Leaders and staff take a measured and recorded approach to ensuring the environment is safe. Provision is within a small detached building on the primary school site and is used by the school for specific activities during the school day. Furniture and some resources are shared, although there is no wall space available for the children to display the results of their craft activities. There is, however, a display space for information for parents in the entrance hall. The school is responsible for the heating safety check and the certificate was presented during the course of inspection. The first aid kit was easily accessible to all staff and a fire blanket was accessible in case of need in the small kitchen area. Records demonstrated that fire and evacuation drills are carried out on a regular basis and drills are logged and monitored for any areas of improvement. Health and safety policies and procedures are in place including how to manage the threat of the current coronavirus. However, there was no reverse evacuation procedure in place to ensure children return to the building quickly in an emergency that might occur when they play outside. We noted that all areas were clean and generally free from hazards, although a free standing heater and guard were placed in front of a faulty, disconnected wall heater. The heater was not in use at the time and presented no immediate risk to children, given their age and ability. Visitors to the service are monitored and recorded. The staff are responsible for keeping play spaces clean and tidy after each session, while the school is responsible for the main cleaning routines. Children and staff use the toilet facilities within the building.

Children are cared for in an environment which supports an effective mix of child-led and adult-led activities. There is an appropriate range of indoor play resources and activities such as craft tables, board games, a comfortable settee and a separate cushioned space for reading and chatting as well as the television monitor for using with videos and games. The outside play area is also easily accessible just off the indoor play space. It is primarily for the school's use but is made available for children staying after school. There are a variety of spaces, such as climbing and play apparatus.

4. Leadership and Management

Good

Summary

This service is effectively run and organised, meeting and in some areas exceeding National Minimum Standards (NMS) and relevant regulations. Good systems are in place to maintain records and support the appropriately qualified, experienced and competent staff. This is a service where staff reflect on their practice, take account of children's and parents' views and take action for improvement.

Our findings

Leadership is good with effective monitoring systems and all who work within the service are clear about their roles and responsibilities. Staff told us they feel well supported by the registered person. There are regular, effective and recorded arrangements for individual supervision and appraisal for all staff. Staff are experienced and hold the appropriate level of qualifications in child care and play work. Staff files are not kept on the premises but were quickly brought in for inspection on request. They show that DBS (Disclosure and Barring Service) certificates and training are maintained. Staff told us that requests for additional training are responded to positively and has included health and safety for child carers, allergens and additional safeguarding topics. We looked at the policies and procedures and found that the statement of purpose currently says that the service also operates during school holidays. Leaders use an digital package to record attendance, contracts and operational details. The service is registered with the Information Commissioner's Office (ICO) and staff are familiar with their responsibility in terms of data protection. The complaints procedure is appropriate although the CIW contact details have not been updated. Children have their own complaints procedure. However, we found that it is not widely discussed with children nor does it refer to the Children's Commissioner's contact details. There is a suggestions box available and children are told about it when they first start at the service.

Leaders told us that the number of children attending have increased over time, but rarely exceeds 16 at any session. Staff attendance is planned, monitored and consistent and in cases of need, an additional qualified person or the registered person, who are both familiar to the children, attends the service.

Children and their families benefit from a good working relationship between this service and Llangan Primary School. The latest review of quality of care was submitted recently to CIW on request, and includes children's and parents' views about the service. We talked to parents who spoke very positively with comments such as *"My child has been attending only a short time, but loves it, asking to come here"* and *"Really pleased; friendly, nice range of activities including 'non-educational' and children can choose what they want to do."*

5. Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections

None

5.2 Recommendations for improvement

We made the following recommendations:

- to amend the statement of purpose to fully reflect the operational times of the service;
- to ensure the complaints procedure includes the appropriate CIW contact details;
- to ensure children are familiar with their complaints procedure and that it contains a reference to the Children's Commissioner's contact details;
- to consider developing opportunities for children to take a more active part in the arrangements of the planned children's meetings;
- to consider developing a reverse evacuation procedure for use when outdoor play is taking place;
- to consider keeping a spreadsheet showing an overview of all staff qualifications and training on site; and
- to ensure the free standing heater and guard do not present a risk to children.

6. How we undertook this inspection

This inspection was unannounced and undertaken as part of our normal schedule of inspections. The inspector undertook one visit to the service. Feedback of our findings to the person in charge and the registered person took place during and at the end of the visit. There were six school children present under the age of 12 years. Evidence for the report was gathered using the following;

- we looked at the range of paperwork kept about the service, including policies and procedures, risk assessments, contracts, children's records, accident records and safety certificates;
- we observed the children interacting with the staff team and choosing their activities;
- we spoke with the children and
- we spoke with the person in charge, the registered person, staff and parents about the service.

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
Registered Person	Joanne Hopkins
Person in charge	Joanne Hopkins
Registered maximum number of places	20
Age range of children	3 – 11 years
Opening hours	3.00pm – 6.00pm during term time only
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	08 February 2017
Dates of this inspection visit	02 March 2020
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 ' <i>More Than Just Words follow on strategic guidance for Welsh language in social care</i> '.
Additional Information: none	

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