



Childcare Inspection Report on

Rascals Out of School Club

**The Scout Base
Lon Uchaf
Rhiwbina
Cardiff
CF14 6HL**



Date Inspection Completed

02/07/2019

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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

Stephanie Peppin is registered with Care Inspectorate Wales (CIW) to provide care for a maximum of 40 children at Rascals Out of School Club. The club has been registered since 1999 and was also registered prior to this on the school site. The club operates from the Scout Base next to Rhiwbina Primary School and cares exclusively for children who attend the school. They have direct access to the school field from the Scout Base and are able to use it whenever the school is not. Stephanie Peppin is also the Person in Charge of the day to day running of the club.

Summary

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

1. Overall assessment

Children enjoy attending this service, they have a strong voice, and are able to engage in a good variety of play over which they have lots of choice. They are cared for by a staff team who want to make a positive difference to children's experiences. They benefit from a very good range of resources and activities which have been well thought out by staff to ensure they meet the needs of the children. Sound leadership and management ensures a reliable, quality service for children and parents.

2. Improvements

The Registered Person has ensured that the recommendations issued in the previous CIW inspection report have been addressed fully; snack provision has been reviewed and amended, and drinking water is freely available to children.

3. Requirements and recommendations

We found the service to be compliant with the regulations. Practice recommendations have been issued in relation to children's free access to resources and some paperwork matters. These are detailed in full in section five of this report.

1. Well-being

Good

Summary

Children in this service are able to make their own choices about their play and are well supported to do this. They are listened to and their views are taken into account. They have opportunities to develop a wide range of skills, their independence is promoted and they enjoy the good range of play opportunities available to them.

Our findings

Children are encouraged to speak and express themselves, and all attempts at communication are valued by staff. A children's council has been formed and they meet once a month to come up with ideas for themes and activities. They have made a suggestions box themselves instructing the children to "Take a slip" to write on and submit suggestions to the council. The council have asked for recycling bins which are now in place and they have asked for circle time to be reintroduced, which is about to begin again. They have also been consulted with to develop club rules, which are attractively displayed.

Children are secure, comfortable, happy and relaxed in the service. Children have clearly developed bonds of affection with the staff and they benefit from a stable and well established staff group. Staff are polite and respectful to the children and the children are happy to approach them for assistance. We also saw that they were keen to interact with staff and include them in their play. Many children have attended the service for many years and expressed to us that they feel a real sense of belonging at the service. They also told us how much they enjoy their time at the service and that they look forward to attending. We saw that as soon as they had finished their snack, all children happily launched into an activity of their choosing. They joined in enthusiastically with the activities available.

Children are able to co-operate, take turns and share. Children interact well together and are well-behaved throughout. They are respectful to each other, staff and the environment. We saw children negotiate their play well, playing co-operatively and taking turns. Two boys played together with cars on a car mat and they developed their play jointly and enjoyed it. Several children played with Lego and chatted happily together whilst they worked on their individual buildings. Children understand what is expected of their behaviour. For example, they know they need to take turns with high demand resources and they ask for their names to be added to the list if they want a turn. Later in the evening, the children asked if they can go on the field to play, so staff ask for the children to help to tidy up so they can go out, and most children help with this.

Children are interested and excited in the play based activities in which they engage. We saw that children were active and curious throughout the inspection. They were happy and confident to move between activities freely, but also held a sustained interest in activities of their choosing as well. Lots of junk modelling resources had been set out and around half of the children in the group chose this to play with. The majority persisted for an extended period on what they wanted to make, cutting and sticking together items to decorate their creations. Later, two children brought out a chess board from a box of board games and began to play the game successfully and enjoyably; one of these children was only of Reception-age.

Children are developing well across a range of skills. All children attending this service are of school age and are therefore quite well able to be independent in the service. We saw all children to be confident and happy to explore the play space and resources available to them. Children can access their bags and coats, water dispenser, and the bathrooms, and so they are supported to be independent within the service.

2. Care and Development

Good

Summary

Children and parents benefit from skilled practitioners who have a good understanding of child development and want to make a positive difference to the children in their care. Staff are responsive and respect the children in their care and the decisions they make. Children remain safe and healthy because staff understand their responsibilities and are aware of the policies and procedures in place to support them in their roles. Staff have a good understanding of children's individual needs and this helps to ensure that those needs are well met.

Our findings

Staff ensure that the service's policies and procedures are well implemented to support the health, safety and well-being of the children in their care. The staff we spoke to were able to speak knowledgeably about the service's Child Protection policy and their individual roles in implementing it to keep children safe. We examined accident records and found that they included the required information, and a suitable proportion of the staff group hold a current paediatric first aid certificate. Fire drills are practiced once each half term and recorded appropriately. Good hygiene is promoted at the service. All children were encouraged to wash their hands before snack time and tables were cleaned with antibacterial spray before snack was served. The service is registered with Environmental Health as a food business and has been awarded a 5-star food hygiene rating. The service promotes healthy lifestyles by providing a balanced menu for the children, in line with Welsh Government guidance. They also achieved the Gold Standard Healthy Snack Award in February 2018. Children enjoyed the food provision we observed.

Staff set realistic boundaries, are good role models and use a consistent approach to managing behaviour, taking into account children's age and understanding. They take a positive approach to the guiding of behaviour. They were proactive in praising the children when they had behaved well, thereby reinforcing this good behaviour. They were also very encouraging when the children made a good effort and praised this, and it was evident from our observations that the children responded well to this praise and encouragement. We observed that staff have a very calm manner when managing behaviour. No significant issues of behaviour management occurred during the inspection, largely thanks to the positive approach taken.

Staff provide a nurturing and caring environment in which children's play and well-being are well promoted. All staff have a relaxed, happy and caring nature when interacting with the

children. They spoke with the children in a consistently calm and reassuring manner, and this helped to ensure that the service remained a calm and pleasant play environment. Children are consulted with and staff use their ideas to plan activities. The activity provision is therefore responsive to the children's developing interests. We saw that the activities available were of a good variety and plentiful to ensure all children were able to find something they would enjoy and engage in. Displays in service demonstrate that the staff support children to explore their own culture and other cultures around the world.

3. Environment

Good

Summary

Children benefit from an environment which is of a good standard, safe, clean and welcoming, and a play space which has been well developed to ensure it is interesting and engaging for children. They also have access to a large outdoor play space and benefit from a good range of resources which are appropriately maintained.

Our findings

Children are cared for in an environment which is clean, safe and secure. We saw that premises are suitably maintained and well decorated. The security of the service is good, with secure external doors controlled by staff to restrict access to the children. The provider ensures that the cleaning routines at the service reflect good hygiene practice and effective infection control, including the regular cleaning of toys and resources on a rolling programme. Staff ensure the premises are clean on a day to day basis and cleaners are employed to undertake larger-scale cleaning twice each week. We reviewed safety records and found that the service's Public Liability Insurance, periodic electrical safety certificate and annual gas safety certificate were up to date. The service has identified and addressed risks on the premises. We examined the risk assessments in place for the service and found them to be thorough and kept under review, and we identified no additional risks that needed to be accounted for.

Children benefit from an environment that is welcoming and friendly, and which supports a sense of belonging in the service. We found the indoor environment to be well decorated, warm and welcoming. The service is allowed to decorate half of the wall space (with the other half decorated by the landlords, the Scouts) and we saw that the service had made good use of all space available to them to ensure the environment was attractive and reflected the service, the children and the activities they engage in. Suitably sized tables and chairs were available for the children to do activities and although the service has to pack everything away at the end of each session, they manage to achieve distinct areas for play within the room, such as a messy area and a well-developed role play area. The service have access to the school field adjoining the premises and we saw them make good use of this on both of the inspection days.

Children benefit from a very good selection of toys and equipment that are appropriate and suitable to their needs, and which help to engage them in meaningful and enjoyable play. We saw that the resources at the service covered a very wide range of play opportunities. We noted that children could access freely the resources staff set out each day, but not the

many stored resources. As the service is a 'pack away' service (i.e. a service which has to pack away all of its resources because others use the building outside of the hours of operation of the service), they are not able to store resources within the play room in a manner which would allow children to access them freely at all times. We discussed with the Registered Person systems which would allow children to choose more freely from the stored resources as well as the many set out each day and she agreed that this would improve their choice even further.

4. Leadership and Management

Good

Summary

Parents and children receive a consistent, quality service which is well run, with due regard paid to the regulations and National Minimum Standards for Regulated Child Care. The provider is proactive in planning for improvements and also in sharing information with parents and families.

Our findings

Children and parents benefit from a well run and planned service. There is a Statement of Purpose in place which contains the information required by the regulations and is kept under review to ensure it is always an accurate reflection of the service provided. We examined the service's policies and found them to be appropriate and thorough. A small number would benefit from some additional information and this was discussed with the Registered Person. The records we saw showed that staff record accidents and incidents appropriately and there is a system in place to record the administering of medication. Staff also record any existing injuries children have when attending the service. We examined the register of children's attendance and found that it contained all of the necessary information and that it is completed in a timely manner. Children's records also contained all necessary information.

Children and parents using the service are actively involved in defining and measuring the quality of the service. There is a system in place to ensure that a formal self-evaluation of the service is undertaken on at least an annual basis. The Quality of Care report made available to us demonstrated that the service has consulted with parents, staff, children and relevant external agencies in order to review the quality of the service. It also set an action plan intended to improve the service over the following 12 months.

The service is effective in managing staff, their time and prioritising activities responsively to ensure that children's needs are met in a timely manner. We observed staff to be well organised and we saw that this allowed them to remain calm whilst delivering care. Examples of this included having a designated person each day to prepare snack, and ensuring that the activities are set up before the service opens to children each afternoon so there is no delay in them being able to play. This calm and relaxed care environment has a positive impact on the children's mood and their interactions. Robust procedures are in place to ensure the persons caring for children are suitable and qualified to do so. There is a system in place to ensure that DBS (Disclosure and Barring Service) checks and mandatory training is renewed as necessary. We examined a sample of staff files and

found that all necessary pre-employment checks had been completed, but that the files should retain copies of identity documents and a record of the DBS disclosure number.

Children have their needs and preferences identified and parents know how these will be met. Parents are encouraged to visit the service with their children before they decide on engaging care to ensure they feel the service suits them. A child record form is completed for each child by their parent so that the service has all the information necessary to be able to provide care to the children and meet their needs. The service also has links with the local school as it is the only school the club serves and it was originally based on the school site.

5. Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections

None

5.2 Recommendations for improvement

- Consider ways in which children can have freer access over the resources available;
- ensure copies of identity documents and DBS numbers are retained on staff records;
- ensure the Child Protection policy includes the up to date contact details for making a referral to Children's service in Cardiff; and
- ensure the Uncollected Child policy includes the timescales for actions, the contact details for Children's Services in Cardiff, and contingencies in relation to staying in the building in this instance.

6. How we undertook this inspection

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

- One inspector undertook an unannounced visit to the service. We visited the club for two days to observe children and the care they received. Observations were carried out both indoors and outdoors;
- we reviewed information held by CIW;
- we undertook a visual inspection of the premises;
- we spoke to a number of children throughout the day. We also spoke to most staff members who were present;
- we looked at a wide range of records. These included the Statement of Purpose, staff files, health and safety records, children's files, and activity planning.

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	Stephanie Peppin
Person in charge	Stephanie Peppin
Registered maximum number of places	40
Age range of children	4 – 12 years
Opening hours	15:30 – 17:45 Mondays and 15:30 – 18:00 Tuesdays to Fridays, term time only
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	22 June 2015
Dates of this inspection visit	1 and 2 July 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?	<p>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>.</p> <p>The service is situated in a primarily English speaking area and the provider does not currently intend to offer or promote a Welsh language service.</p>
Additional Information: None	

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