



Arolygiaeth Gofal a Gwasanaethau Cymdeithasol Cymru
Care and Social Services Inspectorate Wales

Childcare Inspection Report on

Playworks Childcare Ltd - Rougemont

**Llantarnam Hall
Malpas Rd
Newport
NP20 6QB**



Date of Publication

Wednesday, 29 March 2017

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Description of the service

Playworks Rougement Holiday Club is registered to care for a maximum of 80 children and operates during school holidays between 8am and 6pm providing a service for children aged 3 to 12 years of age. The club operates from Rougement School and has use of a large sports hall and the drama room, as well as the extensive school grounds.

Playworks Childcare Ltd. is the registered provider and they appoint a Person in Charge (PiC) to manage the service on a day to day basis.

Summary of our findings

1. Overall assessment

Children are happy, confident and relaxed. Staff are competent and appropriately qualified and there were warm and caring interactions between staff and children. Overall, the space provided for the club within the school is functional but the drama room does provide an area where children can play in small groups or sit and chat while the sports hall provides an opportunity for them to be active. The PiC present at the service on the day we inspected was suitably qualified and managed the club effectively.

2. Improvements

We did not identify any significant improvements since the last inspection in April 2014.

3. Requirements and recommendations

There was no non compliance with Regulations identified at this inspection.

We made a number of recommendations to develop the service and improve outcomes for children. These are detailed at the end of the report.

1. Well-being

Summary

Children are happy, confident and relaxed. The club provides a safe place for them to meet and play and make new friends.

Our findings

1.1 To what extent do children have a voice?

There are general activity plans in place. Children are actively involved in contributing to long term planning ideas and at the start of each day they are asked what particular games or activities they would like that day. This is then recorded on a white board and can be added to at any point. Children's questionnaires are used to gauge how they feel about the club and to inform the annual evaluation of the service. A suggestion box is provided and the children we spoke to said that they felt able to put forward ideas and that they were listened to.

Children's right to express themselves is encouraged and respected.

1.2 To what extent do children feel safe, happy and valued?

The children we spoke to told us that they enjoyed going to the club. They were familiar with the staff team and this was evident in the relaxed and informal relationships we observed. We saw children approach staff readily if they needed anything and heard lots of banter and chat between staff and children. A group of children we spoke to said they all came from different schools and only met up in the holidays and enjoyed catching up with friends.

Children have positive relationships with staff and peers, which enables them to feel secure and nurtured.

1.3 How well do children interact?

There was a busy and positive atmosphere, which kept children interested and engaged. We observed that children played well together and that older children took time to look out for and help younger children. Children were encouraged to resolve any disputes themselves and there were club rules displayed which children had drawn up with staff to ensure that the environment was a safe and pleasant place for everyone to spend time in.

Children experience positive interactions and there is a strong emphasis on friendship and tolerance.

1.4 To what extent do children enjoy their play and learning?

Children are active, busy and involved. The majority of each session is led by free choice of games and activities and we saw children devising their own games and

following their own interests. There are structured art and craft activities which are planned around themes and the interests of the children. There was no pressure on children to take part in these, although most enjoyed doing so, and the activity suited all age groups and levels of ability so everyone was pleased with the results they achieved. There is a balance of active physical play and quieter games throughout the day. Outside play was led by the children and we saw them organising games themselves with staff on hand to join in or provide support.

Children have opportunities to develop and build on individual skills and interests.

1.5 How well do children develop, learn and become independent?

The ethos of the club is to encourage children to make their own choices. The layout of the space does not enable children to move freely between the areas used by the club but they are able to make independent choices about what they do and the activities they engage in while they are at the club. The ages of the children are taken into account during organised sports and games but they are encouraged to stretch themselves and 'have a go' even if they do not feel confident. Staff trust children to behave responsibly and the level of adult supervision is based on their knowledge of individual children and their abilities.

Children develop confidence and independence skills by making choices and accomplishing tasks.

2. Care and Development

Summary

On the day we visited there was a calm and pleasant atmosphere. Staff were enthusiastic and motivated and we observed warm and caring interactions between staff and children.

Our findings

2.1 How well do staff keep children safe and healthy?

There is a range of policies and procedures in place to promote children's health and well being and keep them safe. The PiC told us there had been no safeguarding concerns but the process for addressing any concerns was clearly laid out and the PiC said she would feel confident in following them. We discussed the need to raise staff awareness of the Prevent Duty designed to protect children from extremist views and radicalisation and for this to be included in the safeguarding policy. There are clear guidelines in relation to use of electronic devices that children bring to the holiday club. Children cannot access the internet and the DVDs provided are suitable for the age group.

The premises were clean and staff followed food hygiene procedures when preparing snacks and handling food. We discussed the benefits of carrying out an overall infection control audit of their hygiene processes to ensure best practice. Children bring their own lunches but are provided with healthy snacks and water to drink whenever they want it. Children have access to a large sports hall and extensive grounds and physical play outdoors is encouraged.

Staff have the knowledge and skills to keep children safe and promote their well being.

2.2 How well do staff manage interactions?

There is a behaviour management policy in place and clear guidelines for staff and children. We saw that staff were polite and respectful to each other, which set an example for children to follow. We heard children being praised for helping each other and being encouraged to think about other people's needs. There are club rules and expectations around children's behaviour which children had drawn up. Any incidents of unacceptable behaviour are recorded and discussed with parents and if necessary strategies are put in place to support the child and family.

Staff provide a positive environment, which ensures children feel safe and secure.

2.3 How well do staff promote children's play, learning and development and meet their individual needs?

Staff respond to children's individual needs and provide support to children to ensure they integrate fully into the club and benefit from the play and learning opportunities provided. The main aim of the club is to provide a fun experience in a safe setting and we saw that this was achieved on the day, through staff participating in the children's play or being alongside to provide encouragement and ideas. We noted that children

were very focused and engaged in their chosen activities and felt that this was because they had been part of the planning for the day and had requested those activities specifically.

There was a routine to the day so children could anticipate what was happening next which provided a sense of security and familiarity. Our conversations with staff indicated that they had a good understanding of child development and children's individual needs. We did note that there was minimal use of Welsh used and recommended that this should be developed.

Staff have a good understanding of the children's developmental needs and plan play opportunities accordingly.

3. Environment

Summary

We found there are systems in place for monitoring the safety and suitability of the environment. The space was sufficient for the number of children attending and efforts had been made to make it a welcoming environment.

Our findings

3.1 How well do leaders ensure the safety of the environment?

The premises are secure. The front door is locked and visitors have to be admitted by a member of staff and a record of any visitors is kept.

Risk assessments were in place for specific activities, for example, use of scissors or off site visits. There were also daily safety checklists in place and a visual check of the premises was carried out at the beginning of each holiday period. We also recommended that the provider obtain copies of the safety certificates for annual inspection of the gas boiler. The premises were clean and we saw staff wiping down tables and reminding children to wash hands before eating.

There were emergency evacuation plans in place which were practised at points during each holiday session. The accident and incident records we looked did not raise any concerns about the safety of the premises and the supervision of children.

We were informed prior to the inspection that building work was taking place outside the Club. The club had not been informed of these plans before they began operating but The PiC had acted promptly putting in place a risk assessment and meeting with the school to ensure safety measures were put in place.

Leaders are mindful of their responsibility to provide a safe and secure setting for their staff and the children who attend the club.

3.2 How well do leaders ensure the suitability of the environment?

There is sufficient space for the number of children the club is registered for. We saw that there was room for the children to move around and to find quiet space if they wanted to. The club was keen to give children a sense of ownership and belonging, even though the space was not exclusively theirs. We felt this was achieved through displaying children's art work and providing a welcoming entrance.

3.3 How well do leaders ensure the quality of resources and equipment?

There was a good choice of toys, games and equipment, which was suitable for the age group of the children attending and they were stored so that children could access some of them without adult help. Equipment is stored away during term times and brought out when the club is operating and we were told that it was checked for safety at that point. Chairs and tables were a suitable size for the age group and there was an area with cushions and blankets for children to relax in comfort.

The environment is resourced to meet children's needs.

4. Leadership and Management

Summary

The service complies with the Child Minding and Day Care (Wales) Regulations 2010 and meets the National Minimum Standards for Regulated Childcare for 0 – 12 year olds. There was effective overall management of the club along with good day to day management. The PiC said that the provider maintained an overview of the service and was kept fully informed on all aspects of the service.

Our findings

4.1 How effective is leadership?

There was a clear aim and purpose for the club, which was to provide care and fun for children in a safe environment. The PiC managed the service well on the day we visited, which meant that staff were relaxed and children enjoyed their time at the club. The PiC was qualified in childcare and was undertaking a Playwork qualification. Recruitment processes were in place and there was evidence of staff appraisals on file, which encouraged staff to reflect on their practise and consider their professional development. The staff who worked at the club worked elsewhere during term time but said that they received support and training to carry out their role at the club.

Effective leadership enables the club to run smoothly.

4.2 How effective is self-evaluation and planning for improvement?

The service undertakes an annual review of the quality of care and seeks the views of parents and children as part of their evaluation. A report is published following the review, which is available to those using the service. Following the inspection the service was open to recommendations and suggestions for improvement that would benefit the children and the service as a whole. Children are actively encouraged to express their views and make suggestions about activities, both on a daily basis and longer term planning for the next holiday session.

There are effective procedures in place to plan for an improving service

4.3 How effective is the management of staff and other resources?

Playworks Childcare Ltd. manages bookings for places and staff allocation but the day to day management of the club and resources is done by the PiC. The PiC was very well qualified for her role and said she had received a good induction and a good level of support. She felt that the process had enabled her to gradually assume responsibility and to fully understand her role and responsibilities. The team worked well together and shared responsibility for tasks during the day. There were staff rotas and attendance registers in place which confirmed that there was sufficient staff available each day for the number of children attending. There were contingency plans in place to cover unplanned staff absences.

Staff and resources are managed effectively.

4.4 How effective are partnerships?

The service works with parents to ensure they provide the care and support children need. The statement of purpose and all policies and procedures are available to parents in the entrance hall. When children are enrolled at the club parents provide information about their children's needs and these records are updated as necessary. The PiC said that they were considering providing daily information for parents about their child's day through uploading photographs onto a screen in the entrance hall. At the time of our visit scrap books were available in the entrance hall with photographs and information about what the children were doing at the club. The PiC said that they had liaised with the school over the building works that they had not been informed of prior to the club and said that they had discussed and resolved the issue so that the impact on children was minimised.

Good relationships and partnerships are in place which benefit children and promote good outcomes.

5. Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections

- **None**

5.2 Areas of non compliance identified at this inspection

- **None**

5.3 Recommendations for improvement

- The use of Welsh should be promoted;
- the safeguarding policy and procedure needs to be updated to incorporate information about the Prevent Duty legislation;
- the provider should keep copies of safety checks carried out on the gas central heating system in the school along with any electrical safety certificates and dates when fire safety equipment is checked and
- children's information records should be signed by parents as soon as they join the club.

6. How we undertook this inspection

This was a scheduled inspection looking at all aspects of the service. We used the following methods to gather evidence for this report and inform our findings:

- We looked at what we already knew about the service, including the previous inspection report, any notifications and changes since the service was last inspected and the Self Assessment of Service.
- The inspection was carried out by one inspector and took place in one visit.
- Staff files were looked at post inspection.
- We observed play activities and interactions between the staff and the children.
- We sampled documentation and records, which included the statement of purpose, policies and procedures, records of accidents, attendance registers and
- We viewed the parts of the premises used by the children, looked at maintenance records and risk assessments and took account of the safety measures in place.

Further information about what we do can be found on our website www.cssiw.org.uk

About the service

Type of care provided	Out of School Care - Holiday club
Responsible Individual	Katherine Watkins and Tessa Gully
Person in charge	Jessica Cairns
Registered maximum number of places	80
Age range of children	3 to 12 years of age
Opening hours	8am to 6pm
Operating Language of the service	English
Date of previous CSSIW inspection	April 2014
Dates of this inspection visit	23/02/2017
Is this a Flying Start 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	