



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

# Childcare Inspection Report on Playworks Childcare Ltd - Osbaston After School Club

Osbaston Church in Wales School  
Osbaston Road  
Monmouth  
NP25 3AX



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## **Description of the service**

Playworks Osbaston was registered in September 2009 and provides an after school care service exclusively to children attending Osbaston Primary School. The after school club runs on four afternoons a week, during term time, and is registered to care for a maximum of 32 children at any one time. The club uses the Infant school hall which has direct access to the school playgrounds.

The service provider is Playworks Childcare Limited who employ 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 and the club provides a safe place for them to meet after school and play with friends. Children play a role in the day to day running of the club and their views directly influence the activities provided and what they have to eat. Staff are qualified and experienced and we saw there were warm and caring interactions between staff and children. After some staff changes there is now a consistent staff team so children are greeted by familiar faces. The space the club uses generally meets the needs of the children but is not a cosy environment. The day to day management of the club is efficient and the PiC said she felt confident that support would be available from Playworks Childcare Ltd. when needed.

### **2. Improvements**

There had been no significant improvements to the service since the last inspection.

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

We did not identify any non compliance issues at this inspection.

We made a number of recommendations, mainly in relation to administrative matters, and 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 play with friends after the school day.

## **Our findings**

### **1.1 To what extent do children have a voice?**

Activity plans are drawn up by staff although children contribute ideas and can ask for particular games or favourite activities. Children have daily opportunities to express their thoughts and ideas when chatting over snack or doing activities. On the day we visited the PiC said that she had arranged a club meeting with the children to discuss ideas and after snack we saw that they sat together and contributed ideas for changes to the snack menu and activities they would like to do. At snack time children made a choice as to whether they wanted anything to eat and some chose to do so while others chose to carry on playing.

Children wishes, views and preferences are listened to and are met with a positive response.

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

The sessions are structured around a clear routine which provides a sense of security and consistency. The children we chatted to said that they enjoyed being at the club and had fun while they were there. We observed relaxed and informal relationships with staff and saw children approach staff readily. It was a lively session and we heard children laughing and joking with staff and their friends.

Children's self esteem is promoted by good relationships with staff and their peers.

### **1.3 How well do children interact?**

There was a positive atmosphere throughout our visit. We observed children chatting and playing together in small groups. Politeness and good manners were encouraged and the children had been part of drawing up club rules which were revisited if necessary to remind children about how to show respect and be considerate towards others.

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?**

The range of activities are appropriate to the age of the children attending. Children can choose from the activities on offer but the PiC said they could ask for favourite games and plans were flexible and based on what children wanted to do. The children we spoke to said they enjoyed the activities and it was evident that outdoor play was a favourite pastime as the majority of children spent their time playing outside. We saw

children playing team games with staff as well as devising their own games with their own rules.

Children enjoy fun, interesting and age appropriate play opportunities.

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

Children make their own choices. At snack time children helped themselves to food from a buffet and poured their own drinks. There was clear guidance in place for children using the bathroom unsupervised and the level of adult supervision is based on the needs of individual children. During the club meeting one of the older children had the responsibility of making a record of the discussions and suggestions. Those who did not want to play outside did activities indoors and children were able to move freely between the two areas.

Children develop confidence by having opportunities to accomplish tasks and make choices appropriate to their age and ability.

## **2. Care and Development**

### **Summary**

On the day we visited there was a busy and pleasant atmosphere. Staff were qualified and experienced in childcare and playwork and there were 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 policy and procedures in place to promote children's health and well-being and keep them safe. Our observations of staff practice indicated that they had a good knowledge of their role and responsibility in implementing those policies. There had been no safeguarding concerns but the process for addressing any concerns about children's well-being was clearly laid out in the policy and procedure. We discussed the need for staff to have an awareness of the Prevent Duty and the need for the policy and procedure to be updated to incorporate this recent legislation which is designed to protect children from extremist and radical views.

The staff followed food hygiene procedures when preparing snacks and handling food and a recent Environmental Health inspection had taken place. We did note that the children did not wash hands before eating, which the PiC said was an oversight as this would usually be part of their normal routine. Children are encouraged to eat healthily and the snack provided was balanced and nutritious. The children ate heartily and there was ample food available for everyone.

Staff promote a healthy lifestyle and have the knowledge to keep children safe.

#### **2.2 How well do staff manage interactions?**

There is a behaviour management policy in place and there are club rules and expectations around children's behaviour. We saw that staff were polite and respectful to each other, which set an example for children to follow. We heard children being encouraged to think about other people's needs and the impact their behaviour might have on others. 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. We did discuss the recording of incidents of unacceptable behaviour where more than one child was involved and the need to include any follow up actions.

Staff promote a caring environment which promotes tolerance and kindness.

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

Staff respond to individual needs and provide support to children to ensure they enjoy their time at the club and benefit from the play and learning opportunities provided. The aim of the club is to provide a fun experience in a safe setting and we saw that this was achieved on the day. We saw that staff made suggestions and provided guidance without directing or intervening in children's play. Children understood the routine of the club

which provided a sense of security and familiarity. Our conversations with staff and observations of their practice indicated that they had a good understanding of children's individual children's needs and how these should be responded to and managed to ensure children got the most out of their time at the club.

Staff provide fun activities that meet the needs of the children attending the club.

### **3. Environment**

#### **Summary**

The club uses the school hall and the school playgrounds. The hall is a functional space which was sufficient for the number of children attending. There were no hazards observed and staff were aware and vigilant in relation to safety.

#### **Our findings**

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

General risk assessments are in place along with risk assessments for specific activities, such as craft activities and physical play indoors; daily safety checks are completed. There were emergency evacuation plans, which were practised regularly, along with reverse evacuation plans if children needed to be taken indoors quickly. We recommended that the records of fire evacuations could be more detailed.

The accident and incident records we looked did not raise any concerns about the safety of the premises and the supervision of children. We recommended that the format of the accident and incident records be changed to establish a clear link between accidents and risk assessments and show any follow up any action taken in response. The school carries out safety checks on the building but we recommended that the provider obtain copies of any safety certificates for their own records.

Children are cared for in a safe environment.

##### **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. The club were using the hall on the day we visited and there were sufficient tables and chairs for the children to sit down together for snack and for table top activities to take place and there were some mats where they could sit to look at books. However, the space is functional and there was little opportunity to create cosy corners or quiet areas. We saw that they had a small portable display board but there were no opportunities for the club to display art work or establish a sense of ownership. The spaces and facilities used by the children were clean and well maintained.

Children have sufficient space but there is little in the way of comfort for them.

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

There was a good choice of toys, games and equipment, which were suitable for the age group of the children attending. The club has use of a storage cupboard for their equipment but children did not have access to this. The PiC said that they could ask for particular games and these would be provided but this obviously restricted free and spontaneous choice.

Daily safety checks and ongoing monitoring ensure that the quality of the resources and equipment is maintained.



## **4. Leadership and Management**

### **Summary**

The service complied with the Child Minding and Day Care (Wales) Regulations 2010 and met the National Minimum Standards for Regulated Childcare for children up to the age of 12 years. Day to day management of the club was good and the PiC said that regular support from Head Office was available. We made some recommendations for improvement, which were received positively.

### **Our findings**

#### **4.1 How effective is leadership?**

The documentation and records maintained at the club were generally well kept. We found that some policies required minor amendments. Routine records such as accident forms, children's records, registers of attendance and daily checklists are maintained appropriately and are monitored by the person in charge. The team worked well together and the PiC said that there was now a consistent staff group which made management of the service easier and ensured that children benefitted from familiar faces when they arrived. We observed that staff worked well together as a team and that roles and responsibilities were shared. Overall management of the service is the responsibility of Playworks Childcare Ltd. and there was evidence to show that they visited the club regularly to monitor and advise. The PiC confirmed that she received ongoing support from the provider.

The service does not provide the Active Offer with regard to the Welsh Language. The service is in a predominantly English speaking area. The Pic used Incidental Welsh was used throughout the session although none of the children had Welsh as their first language.

Effective leadership ensures the service runs smoothly on a daily basis.

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

The service seeks the views of parents and children as part of their evaluation. We saw that there was a suggestion box where parents and children could leave comments and ideas and there was also scope for formal feedback from parents and children through questionnaires. The staff we spoke to said that they were encouraged to undertake further training that would develop their skills and knowledge. Following the inspection the service provider was open to suggestions for improvement that would benefit the children and the service as a whole.

There is a complaints policy in place which includes a robust process for how children could raise a concern. We were informed that no formal complaints had been received by the provider.

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

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

We looked at staff files and found that recruitment processes are in place with the provider undertaking checks and references prior to employment and induction processes when staff took up post. There were records of regular supervision meetings taking place in order to

monitor and support the performance of staff.

The day to day management of staff was undertaken by the person in charge. The provider manages financial matters and strategic matters such as booking of places and contingency planning in the event of staff absences. There were staff rotas and attendance registers in place and we saw that there were sufficient staff on the day we visited, which enabled the service to run smoothly.

Overall management of the club is effective, which benefits the children and supports forward planning.

#### **4.4 How effective are partnerships?**

Policies and procedures and a copy of the statement of purpose that sets out the facilities provided are available to parents when they start using the service. The provider had systems in place to ensure that they had the information they needed to meet children's individual requirements. This information was held at the club but we noted that not all documentation had been signed by parents as required. Staff talked to parents when they collected their children at the end of the day and parents can contact Head Office if they have queries about any aspect of the care provided.

Effective partnerships ensure children's and parents needs are met.

## **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**

We made the following recommendations.

- the provider should consider Welsh Government's *More Than Just Words* - A Strategic Framework for Welsh Language Services in Health, Social Services and Social Care in relation to promoting The use of the Welsh language ;
- awareness training regarding the Prevent Duty should be made available to staff;
- the safeguarding policy and procedure needs to be updated to incorporate 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;
- the format of incident records should be developed further to ensure a full record of any follow up action;
- the format of accident records should be developed further to ensure there is a space for parents to sign the record and
- children's information records should be signed by parents as soon as the 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 any notifications of, changes and the Self Assessment of Service.
- The inspection was carried out by one inspector and one visit to the service was made.
- We spoke to children and staff.
- We observed 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 and attendance registers and staff files.
- We viewed the parts of the premises used by the children, looked at risk assessments and took account of the safety measures in place.
- Our findings were fed back to the PiC at the end of the inspection.
- A telephone discussion took place with the provider.

Further information about what we do can be found on our website [www.cssiw.org.uk](http://www.cssiw.org.uk)

## About the service

Type of care provided	Out of School Care
Responsible Individual	Sarah Gardner Katherine Watkins
Person in charge	Aimee Blease-Bourne
Registered maximum number of places	32
Age range of children	3 to 12 years of age
Opening hours	Monday to Thursday inclusive - 3:15 to 18:00 term time only
Operating Language of the service	English
Date of previous CSSIW inspection	17/06/2014
Dates of this inspection visit	16/02/2017
Is this a Flying Start service?	No
Does this service provide the Welsh Language active offer?	No
Additional Information:	