



Childcare Inspection Report on

Heolgerrig Community Out Of School Club

**Heolgerrig Primary School
Heolgerrig Road
Heolgerrig
Merthyr Tydfil
CF48 1SB**



Date Inspection Completed

15/10/2019

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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

Heolgerrig Community Out of School Club is registered with Care Inspectorate Wales (CIW) to provide care for up to 24 under the age of 12 years. The service operates term time only between the hours of 3.15 pm and 5.15 pm, Monday to Friday. It has use of the school's on site main hall, an additional room and the playground. The committee of Heolgerrig Out of School Club has nominated a responsible individual (RI) and a person in charge (PiC) has been appointed to run the service on a daily basis. It is an English speaking service.

Summary

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

1. Overall assessment

Children enjoy their time at the out of school club and have access to age appropriate and suitably challenging play opportunities. They have formed positive relationships with their peers and the staff who care for them and are independent and confident children. The small staff team provide warm and responsive care and support children's play effectively. They plan for a good range of play and learning opportunities to ensure that children enjoy their time at the club. The environment offers sufficient space for children to play in comfort, although we have made some recommendations in this area. Leadership and management of the service requires attention and there is insufficient regard to the Child Minding and Day Care (Wales) Regulations 2010. A more pro-active and robust approach is required to ensure that improvements are made in relation to the operation of the service.

2. Improvements

Recommendations made at the previous inspection in relation to the supply of resources, planning and documents have been actioned.

3. Requirements and recommendations

We have advised the registered person that improvements are needed in relation to the following regulations in order to fully meet the legal requirements:

- Regulation 31: provision of information as CIW have not been formally notified of a change in person in charge;
- Regulation 16: as a review of quality of care report has not been completed;
- Regulation 28: suitability of workers as a staff file contained only one reference and
- Regulation 29: employment of staff as not all staff have received supervision

Notices have not been issued on this occasion, as there was no immediate or significant impact for children using the service. We expect the registered person to take action to rectify these matters and it will be followed up at the next inspection.

We have made a number of recommendations under the care and development, environment and leadership themes. We have discussed these recommendations in the body of the report and a further summary is available at the end of the report.

1. Well-being

Good

Summary

Children are settled and happy in an environment they are familiar with. They have positive bonds of affection with staff and enjoy the play and learning opportunities available to them. They engage well with their peers and are independent and confident children.

Our findings

Children are confident to speak up and make their needs known. They have a voice in the service, have good opportunities to make choices and decisions regarding their play and their opinions are respected. We saw that children had choice regarding their snack preferences, they contribute to ideas and themes, and their suggestions about new games has resulted in the purchase of additional resources. Children we spoke to told us that staff ask them about what they would like to do and listen to what they have to say.

Children are familiar with their surroundings and the routines of the setting. They are safe, happy and respected by the staff caring for them. We saw that children have settled well and there was a relaxed and informal atmosphere on both days of our inspection. As all the children attend the school, they are very familiar with rooms, the staff team and the layout of the building. Many children engaged in informal chat with staff throughout the sessions and enjoyed their participation in board games and sports activities.

Children interact well with their peers and friendship groups are forming. They demonstrate good manners and show respect for resources. They work well together to solve problems, take turns and follow rules. For example, we witnessed a group of children working effectively to build a den. We saw other children involved in board games, following the rules and waiting their turn. Children displayed good manners, said 'please' and 'thank you' and showed respect towards each other and the resources and equipment they were playing with.

Children enjoy the time they spend at the club, and gain pleasure from the range of age appropriate free play activities. They initiate their play and are enthusiastic and interested to try different things. Alongside a den building activity, we saw a good range of other play opportunities including children playing sports and playing board games with staff and each other. Some children preferred solitary play and spent time playing with trains and with dolls, and all children followed their play preferences during their time at the club.

Children have good opportunities to develop their skills and do things for themselves. They made their own wraps at snack time, used play resources with confidence and initiated their play. They demonstrated problem - solving skills and worked collaboratively when engaged in play activities.

2. Care and Development

Good

Summary

Staff are caring and responsive to the needs of children. They offer positive support and plan for a good range of play activities to keep children active and engaged. They are positive role models and have good relationships with the children they care for.

Our findings

Staff have an appropriate understanding of children's safety and health needs and follow procedures. They recognise their role in reporting and recording of concerns and have current child protection training. The child protection policy is sufficiently detailed, and includes information on the procedures to follow if a child has disclosed and the process for referring any concerns to the designated child protection officer. Information in relation to children's specific dietary requirements is recorded as part of the admission process and snacks are suitably varied and nutritious. For example, children had the option to choose from a selection of fresh products such as tomato, cucumber and ham to put in their wraps. Accident records are completed and the nature of accidents are typical for the age and stage of development of children who use the service.

Staff manage interactions well. The behaviour management policy sets out appropriate strategies for supporting children's behaviour and staff adopt a positive approach, using praise to promote children's self-esteem. They have worked with children to draft group rules so that children have an understanding of the services' expectations in relation to behaviour. The rules are appropriate for the age of children who attend the service and include no shouting, no bad language and kindness to others. We saw that staff were respectful to each other and children and acted as good roles models at all times.

Staff promote children's play and learning effectively. There is activity planning to show the breadth of activities available, although currently there is no clear evidence of evaluation of planning in order to assess how successful it is. There is good engagement with children across the age ranges and positive bonds of affection are evident. The staff work at the school, so know the children well and have established warm and friendly relationships with them over time. We saw staff sitting and playing board games with children, who enjoyed their involvement, and we heard staff asking children questions about the rules of the games, such as 'what have we got to do?' The balance of sessions were appropriate with an emphasis on child directed play rather than adult structured activities. There was effective supervision of children at all times, with staff deployed in various areas of the room to ensure that groups of children received the support they needed.

3. Environment

Adequate

Summary

The service operates from rooms within Heolgerrig Primary school and the premises is clean, secure and well maintained. There is sufficient space for the number of children and play areas are functional and practical. Children benefit from a suitable range of play and learning resources.

Our findings

Leaders ensure that the premises is safe and safety checks are completed. Most safety checks are undertaken by the school and records showed that these had been completed in a timely manner. Risks have been identified, and where possible eliminated and leaders have decided to only use the outdoor area located close to the main entrance, in order to more effectively supervise children. Staff informed us that fire drills are conducted, although at present they are not recorded. It is important that a record of the time, date, number of staff and children present and any issues identified are recorded and available for inspectors to view.

The service has use of the large main hall, a meeting room and the outdoor area immediately off the main entrance. Rooms are clean, uncluttered and well maintained. There is sufficient space for children to play and facilities are suitable for the children who use the service. However, the meeting room and large hall space are functional and as a pack away service, staff have a short time to prepare the rooms before children arrive. In general, the spaces meet the needs of children, but do not currently afford quieter areas for children to sit and relax. Many resources are stored in a cupboard in the meeting room and brought out for children to use, based on children's play preferences on the day.

Leaders provide children with access to a suitable selection of developmentally, age appropriate play and learning resources. There are sufficient quantities of resources to go around and resources we viewed were in good condition. We saw a good selection of different board games, and it was evident that many of the children enjoyed these resources. When the hall was in use staff placed a large tub on the floor containing a variety of resources including a giant colouring pad, construction toys and a parachute, making the toys easily accessible for all children. Art and craft materials were in plentiful supply and furniture was suitably sized and appropriate for the age of children attending the club.

4. Leadership and Management

Poor

Summary

Leaders do not run all areas of the service effectively and a more rigorous approach is required to ensure that legal requirements are met in relation to the Child Minding and Day Care (Wales) Regulations 2010. There are established links with parents and the school and it is evident that parents value the service provided and the support given by the staff team. We found the PiC and a member of the management committee receptive to feedback given and eager to improve the service to achieve best outcomes for children and parents.

Our findings

Leadership of the service requires improvement to ensure that all legal requirements are adhered to. For example, there has been no formal notification to CIW of a change of person in charge as required by regulations. In general, service documents are maintained to an appropriate standard. For example, records of children's attendance are up to date and there is an organised policy file with an appropriate range of service policies. Contracts and registration forms contain appropriate information. However, not all documents are dated, making it difficult to establish when they were last reviewed. The statement of purpose provides parents with sufficient information about the service enabling them to make an informed choice about its suitability for their child.

Leaders have taken some steps to monitor and plan for improvements but quality assurance processes could be more thorough. The business plan has clear aims, objectives and action plans for improvement and development of the service. There is some evidence that parents and children are consulted about their views of the service, although as not all questionnaires were dated it was unclear the year they related to. However, leaders have not drawn on feedback and reflected on the service by producing a review of quality of care report, as required by regulations.

Leaders are not paying sufficient regard to regulations in relation to the management of staff. The staff team are experienced child care professionals and have completed relevant training such as safeguarding, food safety and paediatric first aid, but only one member of staff currently has a play work qualification. Documents and records we examined showed that there is an induction process for newly employed staff, but the system for supporting staff and the staff recruitment process is not consistent. We found that not all staff have received formal supervision in order for them to reflect on and explore their practice and roles and responsibilities within the service, as required by regulations. A formal supervision system would enable leaders to monitor performance, give constructive feedback and encourage reflective practice. Additionally, not all staff files contained full documentation as one file contained only one reference, instead of the two required by regulations.

Leaders have developed positive links with parents and with the school. We spoke to five parents during our inspection. All five parents were very confident in the staff and complimentary about the service and the support offered to them and their children. One key objective of the current business plan is to increase parent participation on the committee, and although uptake has been low, committee members are keen for parents to have an active voice in the decision making process.

5. Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections

None

5.2 Recommendations for improvement

- Consider how the success and effectiveness of activity planning can be evidenced;
- ensure that all fire evacuation drills are recorded;
- consider how internal spaces can be made more inviting;
- ensure that all service documents are dated so it is clear when they were last reviewed and
- review staff qualifications and ensure there are opportunities for additional training.

6. How we undertook this inspection

This was a full, unannounced inspection as part of the regular schedule of inspections. It involved one inspector visiting the service on three different occasions. On the first occasion the service was not operating. The methodology for the inspection included:

- Speaking to the PiC, staff, a member of the management committee, children and parents;
- observation of interactions between staff and children;
- visual inspection of rooms used by the service;
- examination of service documents and records including the policy file, safety records and staff records and
- examination of information available to CIW including the previous inspection report and notifications.

We fed back our findings to the PiC and a member of the management committee at the end of the inspection process. We also fed back our findings to the RI via the telephone and via email.

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 Sessional Day Care
Responsible Individual	Janine Urmston
Person in charge	Johanna Amblin – recently appointed
Registered maximum number of places	24
Age range of children	3 to 12 years
Opening hours	3.15 pm to 5.15 pm, Monday to Friday, term time only
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	09 December 2015
Dates of this inspection visit(s)	10 October 2019 and 15 October 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 is a service that does not provide an 'Active Offer' of the Welsh language. We recommend that the service provider considers Welsh Government's <i>'More Than Just Words follow up strategic guidance for Welsh language in social care.'</i>
Additional Information: None	

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