

Care and Social Services Inspectorate Wales

Children and Families (Wales) Measure 2010
Child Minding and Day Care (Inspection and Information for Local
Authorities) (Wales) Regulations 2010
The Child Minding and Day Care (Wales) Regulations 2010

Inspection Report

Annexe Alive Club
Brookfield Primary School
Mold Road
Connah`s Quay
CH5 4QL

Type of Inspection – Focused
Date(s) of inspection – Monday, 18 May 2015
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Summary

About the service

Annexe Alive out of school club is registered with the Care and Social Services Inspectorate Wales (CSSIW) to care for a maximum of 65 children aged 4 years to 11 years and the hours of opening are Monday to Friday during term time from 7.40am to 8.55am and 3.00pm to 5.30pm. Currently there are 40 children who are registered with the club.

The children have sole use of rooms which have been designed to meet the needs and the ages of the children attending and they have use of the school hall and access to an enclosed outdoor play area. The club is situated in the school in Connah's Quay, Flintshire.

On the day of the inspection, there were sixteen children and five members of staff present. The current Registered Person for the club is Kathryn Fox Parry. The Person in Charge is Sian Bland Chaloner and she is responsible for the day to day running of the club. There are seven play assistants and a deputy manager who also work in the club on a part time basis.

What type of inspection was carried out?

This was a scheduled, unannounced, focussed inspection which looked at the 'Quality of life' experiences of the children. The 'Quality of staffing', the 'Quality of leadership and management' and the 'Quality of environment' will be considered in more detail at future inspections.

This report is based upon the following;

- History and knowledge of the setting
- Discussions with the person in charge and members of staff present.
- Observation of the activities undertaken and the interaction between the staff and children as well as between the children themselves.
- Talking to the children about what they enjoy doing whilst at the club
- An examination of some records as well as looking at the premises

What does the service do well?

The staff offer a flexible service to suit the needs of the parents and their children. They were observed being enthusiastic and work well as a team for the children's benefit, ensuring the needs of each child are met.

What has improved since the last inspection?

Parents can be confident that the staff are enthusiastic and committed to providing a suitable standard of care whereby developments are continuous.

What needs to be done to improve the service?

- The Registered Person and Person in Charge were reminded to ensure that their Disclosure Barring Service Enhanced certificates with CSSIW are renewed in time, prior to them expiring on the 31st August 2015. This also applies to staff working in the club, whose DBS expire in September 2015.

Quality Of Leadership and Management

This inspection focussed on the experiences of the children and the quality of life. CSSIW did not consider it necessary to look at the quality of leadership and management on this occasion as parents can be confident that the Registered Person provides a well-managed service. However, this theme will be considered during future inspections.

Quality Of Life

Children are provided with a routine which offers variety and enables them to make independent choices which fulfil and enhance their day. They have the opportunity to be active. Children experience positive interactions with staff that take a genuine interest in them as individuals.

Children were able to access opportunities to learn, follow interests and develop skills. On arrival there were sixteen children with five members of staff present. At the beginning of the session, the children were asked to choose what they would like to do. The children chose either outdoors, playing with a range of equipment in the tyre park, on the adventure park, or sitting inside participating in a range of art and craft activities of which one included decorating book marks, whilst other children enjoyed playing with their own character cards. We saw a selection of photographs showing the children participating in a range of activities. Some included them making wooden bird boxes, decorating ceramic tiles, learning how to spin plates and a wide range of activities indoors and out. Children were heard being encouraged to speak, express themselves, make choices and they had their individual needs recognised and valued. Warm relationships were apparent. The staff were observed being kind and sensitive in their approach to the children, which helps the children feel safe and secure.

Children are listened to and their views are valued as staff respect what they have to say and what they want to do. We saw staff sitting at the children's level to encourage and support, as well as, standing back and letting the children investigate on their own. We heard lots of discussion between them all, with staff responding appropriately to their questions and requests especially when they were participating in their art and craft activity. Listening to children is a vital part of establishing respectful relationships and central to their learning and development.

The children's physical well-being is promoted; we observed good hygiene procedures being encouraged and the provision of a variety of snacks. After washing their hands, the children sat by the tables and they were offered two different types of rice dishes, one was with chicken, whilst the other was with vegetables, a selection of fresh fruit and water drink. Children were at ease in their environment as they were familiar with the staff who had fostered good relationships with them. We heard plenty of praise when the children did things well, such as listening to what was being said as well as helping to tidy up. They were seen to be happy whilst engaged in activities supported by the staff.

Children and parents using the service are some times actively involved in defining and measuring the quality of the service. The staff have devised customer satisfaction questionnaires asking parents for their ideas and suggestions to improve the provision. There were also questionnaires for the children to express whether they like attending the club, what activities they like and suggestions for new activities. We read a selection of returned parent and children questionnaires, devised by the club.

Comments expressed by the children and parents, were positive about the club's practices activities and caring staff and as a result new equipment and activities had been introduced.

Quality Of Staffing

The children's needs were anticipated and they benefited from responsive care in a timely fashion. The children's stages of development were clearly known and care was provided according to their needs. The staff displayed good communication skills, listening to what the children had to say and responding appropriately to any requests

Quality Of The Environment

This inspection focussed on the experiences of the children and the quality of life. CSSIW did not consider it necessary to look at the quality of the environment on this occasion as the premises are well-maintained and appropriate consideration is given to health and safety procedures. However, this theme will be considered during future inspections.

How we inspect and report on services

We conduct two types of inspection; baseline and focused. Both consider the experience of people using services.

- **Baseline inspections** assess whether the registration of a service is justified and whether the conditions of registration are appropriate. For most services, we carry out these inspections every three years. Exceptions are registered child minders, out of school care, sessional care, crèches and open access provision, which are every four years.

At these inspections we check whether the service has a clear, effective Statement of Purpose and whether the service delivers on the commitments set out in its Statement of Purpose. In assessing whether registration is justified inspectors check that the service can demonstrate a history of compliance with regulations.

- **Focused inspections** consider the experience of people using services and we will look at compliance with regulations when poor outcomes for people using services are identified. We carry out these inspections in between baseline inspections. Focused inspections will always consider the quality of life of people using services and may look at other areas.

Baseline and focused inspections may be scheduled or carried out in response to concerns.

Inspectors use a variety of methods to gather information during inspections. These may include;

- Talking with people who use services and their representatives
- Talking to staff and the manager
- Looking at documentation
- Observation of staff interactions with people and of the environment
- Comments made within questionnaires returned from people who use services, staff and health and social care professionals

We inspect and report our findings under 'Quality Themes'. Those relevant to each type of service are referred to within our inspection reports.

Further information about what we do can be found in our leaflet 'Improving Care and Social Services in Wales'. You can download this from our website, [Improving Care and Social Services in Wales](#) or ask us to send you a copy by telephoning your local CSSIW regional office.

