



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

Childcare Inspection Report on

Trecenydd Playscheme

**Hendre Junior School
St Cenydd Road
Caerphilly
CF83 2RP**



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Description of the service

The service was registered in July 2015 to provide out of school care for up to 50 children between the ages of five and 11 years. The Playscheme is located in Hendre Junior School in Caerphilly and runs for the first four weeks of the school summer holidays. The provider of the service is the Penyrheol, Trecennydd and Energlyn Community Council and all children must live in one of these wards to be eligible to attend. The Council has appointed a responsible individual who is accountable for the organisation of the service. There is a nominated person in charge of the service who is responsible for the day to day running of the play scheme. This is an English language service with some incidental Welsh used during activities.

Summary of our findings

1. Overall assessment

Children enjoy a good range of interesting and stimulating activities and experiences. They are well settled and relaxed in their surroundings and engage well with their carers and other children. Staff provide supportive care and have built up knowledge about the children's needs and preferences over the short time that the club has been operating. The play scheme receives good support from the provider. The school environment is appropriate and well resourced and provides good accommodation both inside and outdoors. The management of the service needs to be improved to ensure that the regulatory requirements are followed at all times.

2. Improvements

This is the first inspection of the service.

3. Requirements and recommendations

We identified two areas of concern where the provider was not meeting its legal responsibilities and we have issued a non compliance notice in respect of one of these matters.

We made a number of recommendations which are discussed within the report and summarised at the end.

1. Well-being

Summary

Children have access to a good range of interesting opportunities and benefit from warm, supportive relationships. They are content and show satisfaction about how they spend their time at the play scheme. They form positive relationships and feel welcome when they attend the service as a result of the consistent care they receive.

Our findings

1.1 To what extent do children have a voice?

Children have access to a wide range of activities and experiences. They are encouraged to make their own decisions about how they spend their time at the play scheme. They told us that they are consulted about planned activities and that staff asked for their opinions. We saw children initiating games and asking staff for support when needed. We observed children and staff engaged in friendly conversations and it was clear that staff listen to children and that their views are valued.

Children's confidence is promoted by expressing their wishes freely and participating in decision making processes.

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

Children form positive emotional attachments with friends and staff. We saw that bonds of affection existed between some children and their carers. New children are welcomed individually at registration where all children sit in a circle and discuss the proposed activities for the day. We noted that children who had just joined the group were introduced to the group and monitored by the person in charge. A mentor was appointed to guide the new children and show them the facilities. We noticed that one child who fell over and was very upset was comforted tenderly by a member of staff until she felt better and could continue with her play.

Children's emotional wellbeing is enhanced by the positive relationships with friends and carers.

1.3 How well do children interact?

Children from a wide age group use the service and behave appropriately. A number of children told us that they valued the opportunity to spend time with their friends over the holidays. We saw children engaged in craft work and board games, chatting and cooperating to help each other. We heard staff communicate with children with respect and saw that children's feelings were considered during interactions. Most children dealt with frustrations appropriately and younger children regarded older children as role models. Children told us that they had spent some time at the beginning of the play scheme commenting on the expectations which are clearly set out by staff. Children were encouraged to write their own ground rules on posters which were displayed on the walls. These included, 'no shouting at people, no fighting, be kind and be respectful'.

Children's self esteem is developed by the positive interactions they experience.

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

Children are encouraged to follow their own interests and focus upon the activities of their choice. We saw that some children enjoyed table top games while many children valued the opportunity to spend time outside in the extensive outdoor play area. The person in charge told us that additional activities are arranged each week and that these included a dance instructor, the fire service with an engine, as well as trips out to a climbing centre, the beach and cinema. During our visit children had the opportunity to make their own pizza and watch while it was cooked in an outdoor oven. They told us that they enjoyed this activity greatly. We also heard from children that a successful talent show was held the previous week and that a number of children had showcased specific skills such as dancing, singing and gymnastics.

Children have good opportunities to develop skills and interests through participating in diverse, stimulating activities.

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

Children are provided with experiences and opportunities which support the development of independence and self help skills. We saw that most children were self assured and that they valued self directing their own play activities. Children told us that they especially liked the community activities and they understood the rules for keeping safe when away from the school. We noted that within the premises that children were expected to take part in arranging and clearing away resources which provides them with a sense of responsibility for the environment.

Children feel a sense of self value by engaging with the experiences and opportunities available to them.

2. Care and Development

Summary

There are some effective policies and procedures in place which provide staff with the knowledge and skills to ensure that children are kept safe and well. Some aspects of the service need to be reviewed and updated. All staff are vigilant to ensure that children are safeguarded.

Our findings

2.1 How well do practitioners keep children safe and healthy?

The person in charge has a good understanding about how to respond to any safeguarding concerns. There is a child protection policy in place and some staff have undertaken child protection training. We recommended that all staff are provided with the opportunity to attend child protection training before the next play scheme opens. The person in charge told us that some of the staff have done this training as part of their substantive roles working with other settings and we discussed the need to see certificates to evidence this. We recommended that a record is kept of children's existing injuries when they arrive at the service and that parents sign this form. We also recommended that the safeguarding policy was updated to include reference to the Prevent strategy which relates to the duty of all child care providers to protect children from the dangers of extremism and radicalisation. It also relates to the need for all staff to be trained in this area.

We noted that good attention was given to managing infection control with all surfaces regularly cleaned with anti bacterial spray. The person in charge told us that one member of staff had undertaken food hygiene training and that this person was responsible for any food preparation. We saw that children's lunches were prepared by parents. All staff were trained in first aid on the first day of the Playscheme and were confident to deal with any minor injuries.

We saw that there was a tuck shop where children were able to buy sweets and some fruit. We recommended that the items for sale were reviewed and that greater consideration was given to reducing the high sugar content of the confectionery. We discussed the need to balance sweets with healthier items such as fruit and cereals.

Some attention must be given to updating and reviewing procedures and processes to ensure that children's welfare is promoted.

2.2 How well do practitioners manage interactions?

Staff work in line with the behaviour management policy. We saw that rules and expectations were set down by the person in charge during circle time at the beginning of the sessions. All staff were experienced in working with children and they managed interactions with children in a pro-active and constructive manner and acted as positive role models to them. Staff were consistent in their approach and had regard to the individual needs of children. We saw staff interacting positively with children reminding them to take

care and to consider the wishes of other children. Staff told us that they were keen to support children to develop social skills and learn what constitutes acceptable behaviour. Children were praised by staff for completing tasks such as tidying up and helping others and this was valued by them. We also saw some excitable behaviour where older children who were unsettled were challenged calmly by staff who redirected them suggesting alternative activities.

Staff promote the emotional development of children by the careful attention they give to managing interactions.

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

Staff are responsive and supportive to children. We heard staff communicating with children using soft tones and speaking calmly, encouraging a dialogue with them. Children are encouraged to voice their opinions and they are actively consulted about how they want the club to function. As the club operates as a leisure service for children there is no formal monitoring of children's progress and no specific developmental records are kept. We saw that children were encouraged to develop their own interests and enjoyed sharing their enthusiasms with others. A number of children were keen to engage in gymnastics and this was incorporated into the planned activities. Parents told us that they were happy with the information that was given to them about their children's time at the club. We saw that all children are valued as individuals and treated with respect and dignity.

Children feel a sense of security and belonging to the club.

3. Environment

Summary

The play scheme is located in the local primary school which is a suitable environment. The accommodation is attractive and well maintained. The service has the use of a large hall, good toilet facilities and an extensive outdoor area.

Our findings

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

There are procedures in place to ensure that children are kept safe which need to be reconsidered. We saw that risk assessments are carried out for activities and that most risks are identified and eliminated. We discussed the need for more information on some risk assessments that were carried out for trips outside the building. We noted that the ratio of staff to children was the same as the ratio within the building and recommended that the person in charge considered the additional risks which might be present in a less controlled environment. We discussed the need to increase staffing when taking children to activities in the community. The person in charge told us that a number of minor accidents occurred when children attended a local trampoline park. These were not included in the accident recording log and we recommended that all accidents should be recorded and parents asked to sign the document. Children received clear instructions from the person in charge about the risks relating to the outdoor oven during the pizza making activity. We noticed that these were taken on board by all children and that the activity was safe and enjoyable. We saw records of fire drills which are done weekly to ensure that children are clear about the process of evacuation. We recommended that records included the numbers of children and staff present during each drill. We noted that the environment, including the toilets, was clean and well maintained. The person in charge told us that the school cleaner who is employed by the Council cleans the premises thoroughly at the end of each day.

There are some good procedures in place to keep children safe. Some additional attention must be given to a number of procedures to ensure that children are protected at all times.

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

The premises provide a rich environment for a children's playscheme. The school is secure and welcoming and has ample space and facilities to meet children's needs. We saw that there was a wide variety of good quality and developmentally appropriate play resources indoors and outside. The outdoor area was used consistently and was easily accessed from the main hall. Many children took advantage of the covered area which contained three benches and some tables to eat and to play games. The adventure trail was suitably challenging and used extensively by a number of children. Climbing frames and team games provided opportunities for physical and active play.

Children told us that they have a great deal of control over how the hall is used and what activities they carry out and that they regularly discuss this with the staff.

The service ensures that the quality of the environment provides good opportunities and experiences for children to play and develop.

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

The person in charge ensures that children have access to a wide range of good quality play and learning resources. Purchases of new equipment are made at the beginning of each play scheme and children are consulted throughout to ensure that the resources are suitable and appropriate. The school premises are well maintained and regularly checked by the school caretaker who addresses any issues at once. The range of resources available to the children is accessible and allows children to be creative and imaginative and follow their personal interests. Children told us that they made bags and pencil boxes which were useful and attractive. Outdoor equipment included archery, hula hoops and skate boards.

The facilities and quality of the resources and equipment provide a good and stimulating environment for children to relax, play and learn.

4. Leadership and Management

Summary

The leadership and management of the service needs some careful attention to ensure that the requirements of the Child Minding and Day Care (Wales) Regulations 2010 and the National Minimum Standards (NMS) for Children up to the age of 12 (2016) are met.

Our findings

4.1 How effective is leadership?

The day to day management of the service is carried out by the person in charge who has a sense of purpose and promotes positive outcomes for children. There is a statement of purpose which reflects the service provided. We checked staff files and found that the references for four members of staff were not in place and that only one reference was on file for the person in charge. One team member's file included two references. There is a requirement that all references must be in place before individuals are offered a post working with children to ascertain if they are safe and suitable to work in the role. Staff were given contracts which stated that their positions are dependent upon the receipt of satisfactory references. This is a serious concern and we have issued a non compliance notice in respect of this matter. The person in charge told us that some staff received a telephone interview. We recommended that all potential staff are interviewed face to face to ensure that they meet the requirements of the role. During the planning of the inspection we found that the person in charge does not hold a DBS check which has been countersigned by the Welsh Ministers. The person in charge explained that the DBS would be processed and submitted to CSSIW without delay. We have not issued a non compliance notice in respect of this matter.

The leadership of the service must take into account all the legislative requirements to ensure that the service is safe and suitable to work with children.

4.2 How effective is self evaluation and planning for improvement?

The person in charge has effective strategies in place to monitor the quality of the service. The quality of care review was sent into CSSIW along with the SASS 2 self assessment document. We were informed by the person in charge that information from questionnaires is used to compile the review and that weekly evaluations take place to ensure that parents and children are satisfied with the service. The person in charge also told us that a meeting was held in April a few months before the play scheme begins to plan and discuss trips and activities. We did not see any systems in place to monitor the legal requirements of the service.

There are strategies in place to monitor and evaluate the service which must be extended to include regulatory requirements.

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

There are regular meetings between the staff group and the person in charge who provides support as needed. Feedback is provided to the staff on a daily basis and most of the team understand their duties and their responsibilities. The person in charge informed us that the disciplinary process was initiated during the first weeks of the play scheme to address staff competence issues and that clear guidance with regard to expectations was issued as appropriate. We discussed the need for a contingency plan to cover staff absences to ensure that children to staff ratios are maintained. The person in charge told us that there is a list of former workers whom she can call if needed. We discussed the need for the responsible individual to ensure that all casual staff have been vetted as suitable to be employed at the service. On the first day of the inspection there were 40 children and six staff on duty which exceeded the requirements of the NMS.

Managers provide support and direction to the staff team when needed.

4.4 How effective are partnerships?

There is evidence of good working relationships with parents and the school. The person in charge told us that the service is clear about its responsibilities to establish trust and clear communication with partners. Parents told us that they valued the service and wished that it could be extended to be longer than four weeks. They also told us that they like the fact that the play scheme is located within school premises and that it is safe. Parents also valued the information which is held on the web site and feel that they could discuss any issues with the person in charge if needed.

Positive partnerships are in place which maximise benefits to children.

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

- Staff references Regulation 28 - References were not in place for many of the staff team.

We have issued a non compliance notice in respect of this matter

- DBS for person in charge Regulation 8 - The person in charge does not have a DBS verified by Welsh Ministers. We have not issued a non compliance notice in respect of this matter as the person in charge is in the process of accessing the DBS and understands her responsibility to ensure that it is countersigned by CSSIW.

Recommendations for improvement:

- a form to record any existing injuries of children when they arrive at the service must be implemented as part of the safeguarding procedures;
- all staff must undertake training on the Prevent duty and reference to this duty must be included in the safeguarding procedure;
- the service must follow the Welsh Government Food and Health Guidelines for Early Years and Child Care settings with regard to the provision of snacks for purchase in the tuck shop. The amount of healthy food should be increased considerably and high sugary sweets reduced;
- all accidents which occur whilst children are on a trip organised by the service must be recorded in the service's accident book accompanied by parent signatures;
- all potential staff must receive a face to face interview to ascertain their suitability for the role;
- the person in charge should consider if raising the ratio of staff to children is needed when on trips outside of the premises as part of the risk assessment for the activity and
- fire drill records should be extended to include the numbers of children and adults present at each evacuation.

5. How we undertook this inspection

This was a scheduled, full inspection. One inspector undertook an unannounced visit to the service for six hours on the first day and three hours on the second day. We observed the children and the care they received throughout the sessions using our Short Observational Framework for Inspection (SOFI) tool. This enables inspectors to observe and record life from a child's perspective and captures children's engagement and the care provided;

- we made a visual check of the premises inside and outdoors;
- we spoke to a number of children, three parents, three members of staff, the responsible individual and the person in charge;
- we looked at the information already held by CSSIW and
- we looked at a wide range of records. These included the statement of purpose, risk assessments, health and safety documents and the safeguarding policy. We also looked at six staff files and a file containing children's information.

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

6. About the service

Type of care provided	Childrens Day Care Out of School Care
Responsible Individual	Helen Treherne
Person in charge	Carys Morgan
Registered maximum number of places	50
Age range of children	5-11years
Opening hours	9.45am -14.45pm for the first four weeks of the summer holidays
Operating Language of the service	English
Date of previous CSSIW inspection	First inspection
Dates of this inspection visit(s)	10/08/2017 and 16/08/2017
Is this a Flying Start service?	No
Is early year's 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. 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 More <i>'Than Just Words follow on strategic guidance for Welsh language in social care'</i> .
Additional Information:	



Care and Social Services Inspectorate Wales

Children and Families (Wales) Measure 2010 Child Minding and Day Care (Wales) Regulations 2010

Non Compliance Notice

Childrens Day Care

This notice sets out where your service is not compliant with the regulations. You, as the registered person, are required to take action to ensure compliance is achieved in the timescales specified.

The issuing of this notice is a serious matter. Failure to achieve compliance will result in CSSIW taking action in line with its enforcement policy.

Further advice and information is available on CSSIW's website
www.cssiw.org.uk

Trecenydd Playscheme

Caerphilly

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Leadership and Management

Non-compliance identified at this inspection and action to be taken

Description of Non Compliance / Action to be taken	Timescale for completion	Regulation number
References were not in place for many of the staff team	07/05/2018	28 (2) (a) [ii] Sch2.11(l)
<p>Evidence: The responsible individual is not compliant with regulation 28 (2) (a) [ii] Sch 2.11(l).</p> <p>This is because during our inspection we found that the responsible individual had not acquired two references for five members of the staff team. We saw that two references were in place for one member of staff, one reference was in place for the person in charge and that no references were in place for the remaining four members of staff.</p> <p>The evidence is that staff files showed that the responsible individual had written and had sent follow up letters to the referees supplied by staff. References for four staff members had not been received. The file of the person in charge held one reference. Staff were given contracts to work which stated that their position was dependent upon the receipt of satisfactory references.</p> <p>The impact on children using the service is that they and their parents can not be confident that staff are suitable to work with children and that there is a potential risk to their safety and wellbeing.</p>		