Childcare Inspection Report on
Hollies Action Group After School and Holiday Club

The Hollies School
Bryn Heulog
Pentwyn
Cardiff
CF23 7XG

Date Inspection Completed
20/05/2019
<table>
<thead>
<tr>
<th>Ratings</th>
<th>What the ratings mean</th>
</tr>
</thead>
<tbody>
<tr>
<td>Excellent</td>
<td>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</td>
</tr>
<tr>
<td>Good</td>
<td>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.</td>
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<tr>
<td>Adequate</td>
<td>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.</td>
</tr>
<tr>
<td>Poor</td>
<td>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</td>
</tr>
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</table>
Description of the service

Hollies Action Group after School Club has been registered with Care Inspectorate Wales (CIW) since 2012 to care for up to 16 children under the age of twelve. The club operates from the grounds of The Hollies Primary School in Pentwyn, Cardiff. Children who attend the club have a range of complex additional learning needs. The after school club operates between 3.00pm and 4.50pm daily during term time. The Holiday club opens from 9.30am to 3.00pm Monday to Friday for up to 6 weeks per year, although, this varies on a yearly basis depending on the funding available. There is a Responsible Individual (RI) who has overall responsibility of managing the club and three Persons in Charge (PiCs) who organise the day to day running of the club. Care is provided through the medium of English.

Summary

<table>
<thead>
<tr>
<th>Theme</th>
<th>Rating</th>
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<tbody>
<tr>
<td>Well-being</td>
<td>Excellent</td>
</tr>
<tr>
<td>Care and Development</td>
<td>Excellent</td>
</tr>
<tr>
<td>Environment</td>
<td>Good</td>
</tr>
<tr>
<td>Leadership and Management</td>
<td>Adequate</td>
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1. Overall assessment

Hollies Action Group after School Club delivers a quality service to the children and parents who avail of their provision. Children enjoy an excellent range of interesting activities and experiences supported by quality resources and motivated staff. They are very well settled and relaxed in their surroundings and engage well with other children and their carers. Staff have an excellent understanding of the children’s individual needs and provide nurturing, supportive care, with considerable attention focused on children’s emotional well-being. There is an excellent ratio of staff to children which ensures that children’s needs are consistently well met. The service is situated in the grounds of The Hollies School and the environment itself is very well resourced, spacious and meets the needs of the children who attend the setting. The club is well supported by the RI and staff are suitably qualified and experienced. We did find some of the management records were not being kept in line with The Child Minding and Day Care (Wales) Regulations 2010. A non compliance notice has not been issued, as the RI took immediate action and these requirements have now been addressed and compliance met.

2. Improvements
Following this inspection the RI addressed the issues of non compliance identified at the inspection including:

- Fire drills are now undertaken during afterschool operating hours to ensure all children and staff are confident with the procedure in the event of a fire;
- all staff recruitment files contain the relevant documents as outlined in regulations and
- all staff have received updated supervisions and appraisals.

Some recommendations were also actioned immediately including;

- Updated the statement of purpose in line with National Minimum Standards;
- updated the behaviour policy and
- development of the children’s registration forms with all parts completed appropriately by parents or carers.

3. Requirements and recommendations

We advised the RI that, in order to fully meet legal requirements, improvements were needed in relation to carrying out regular supervisions and appraisals, maintaining all the required information within staff recruitment records and undertaking regular fire evacuation drills.

The RI explained that all this information and practices were on file as part of The Hollies school records. We discussed the need to ensure that separate files and records were maintained for the club as an independent legal organisation. Non-compliance notices have not been issued on this occasion as the RI took immediate action following the inspection and issues were addressed and compliance has been achieved.

Further recommendations have also been made in relation to record keeping elements of the service. This information is located in section 5.2 towards the end of this report.
1. **Well-being**

**Excellent**

**Summary**

Children receive an excellent quality service which provides warm, nurturing care and positive experiences. Children enjoy their time at the afterschool and holiday club, are busy and able to engage in a range of activities which stimulate their curiosity and all-round development.

**Our findings**

Children express their views and needs in a variety of ways and they are listened to. Many of the children had limited communication abilities; however we saw that they expressed their needs and preferences through speech, facial expressions, looking at what they wanted, signing and body language. For example, one child expressed quite clearly that they didn’t want to take part in the scheduled activity and staff responded immediately giving them the choice of a wealth of alternative activities. Children were seen to point at pictures that the staff had on their lanyards to show what activities they wanted to do. Children were constantly encouraged to make decisions and we saw them deciding on what colour they wanted to play with in a physical activity game and which chair they preferred to sit on. At snack time children were asked what they wanted to eat and drink.

Children are extremely content and settled at the service. There is a very relaxed and friendly atmosphere and children are happy and enjoy their time playing and engaging in activities. They form close emotional bonds with familiar adults that help them feel secure and relaxed. Children are very happy to play alongside each other in line with their stage of development. Many children gain reassurance by staying close to familiar staff when they feel unsettled or in need of emotional support. Staff spoke respectfully and politely to children at all times.

Children behave very well in line with their age and stage of development. They are beginning to develop important social skills such as taking turns and sharing with their friends. For example, a few children took turns playing bowls and were happy to share or sit together on the pull along toys in the hall. They show respect for resources and a few children are beginning to help tidy up between activities.

A majority of children show interest in the activities on offer. They concentrate for an appropriate amount of time when they are interested in the activity and when they have the opportunity, in line with their stage of development. For example, the children were engrossed in the very well executed yoga session and highly engaged in the touch therapy relaxation activity. Children show pride when staff praise them highly for achievements or for taking part in activities. For example, a child smiled when told how clever they were when they help to pack away the curling resources.
Children engage very well during their free choice and timetabled physical and sensory play sessions. For example, most children show interest and become animated during the soft play session, and many beam with confidence as they follow instructions successfully. Many children are transfixed by the calm and soothing environment in the touch therapy and yoga room, during the excellent therapeutic sessions on offer at the club. Children use the outdoor environment and activities on offer as an opportunity to unwind and enjoy physical exercise after their day at school. Children are developing useful independence skills including handwashing, tidying up, and accessing resources as they are practised consistently. Excellent opportunities to embed these skills are provided daily.
2. Care and Development

Excellent

Summary
Staff have the children’s welfare and happiness at the centre of everything that they do. Relationships are warm and mutually respectful, creating a calm, safe and inviting environment in which children can play and learn. Staff are well qualified and undertake additional training to inform their practice.

Our findings
Staff follow the setting’s policies and procedures to keep children safe and healthy and the setting’s arrangements for safeguarding children meet requirements. There is a child protection policy in place that clearly sets out the procedure to follow when staff identify a safeguarding concern and contains information on the Prevent duty. This duty highlights the need for all child care providers to protect children from the dangers of radicalisation and extremism as part of their safeguarding responsibilities. It does not contain information on actions to be taken in the event of an allegation made against a member of staff.

There are effective arrangements to help children learn about living a healthy lifestyle. We observed the snack time routine and saw that children were encouraged to wash their hands independently and sit together in groups for their meal. The meal time was very calm and relaxed. Staff chatted with the children providing assistance when required. Due to the individual additional needs of the children who attend this service, staff explained that the children, in many cases, have limited food choices that they will eat. We saw that the children had a light snack of biscuits, cheese crackers and crisps with water or diluted juice to drink. Alternatives available include toast, sandwiches, and yoghurts. Staff said that they would ensure that these individual preferences and dietary needs would be included in the children’s profiles. The RI also agreed to introduce a menu with details of allergens for parents and carers. As part of the daily routine, children have outdoor play in the yard or free play in the school hall to ensure they have physical exercise.

Staff follow the behaviour management policy consistently, which sets realistic and clear boundaries for children. They are excellent role models because they interact with children and with each other in a relaxed, respectful manner. Staff encouraged the children to share and take turns and reminded them to say ‘please’ and ‘thank you’. We heard them constantly praising children for completing an activity or task. Staff offer gentle reminders to encourage children to share and take turns, and as a result children's behaviour is excellent.

The setting has a range of useful policies and procedures to support a safe childcare service. There are clear procedures to manage accidents, administration of medication and first aid and staff keep appropriate records. Most staff have attended safeguarding training.
and nearly all hold relevant first aid qualifications. A worthwhile range of risk assessments, including fire safety, are in place to maintain a safe service.

The setting has excellent procedures to support children’s additional needs. For example, the setting works collaboratively with a range of support agencies and holistic therapies are offered on a regular basis within the club. All the staff who work at the club have an excellent understanding of the children’s needs as many work with the same children during the day within the school. Staff demonstrated a passion and genuine love of their work with the children.
3. Environment

Good

Summary

The club is run from The Hollies School and the spaces, resources and furniture used is of good standard. Risk assessments and daily checks are in place to help ensure that all areas used are safe and secure.

Our findings

The RI ensures children are cared for in a suitably secure and clean indoor and outdoor environment. There is a robust system for managing access to the premises and a record of visitors is maintained vigilantly. No visitor can access any part of the setting unless admitted by staff.

The setting is clean and well maintained. Staff have undertaken all required safety checks for the building. They complete useful risk assessments and carry out a daily safety check of the environment appropriately. Any maintenance issues are dealt with by the school. We noted that the fire drills practices were taking place during the school day. We discussed the need to practice these evacuations during the operation hours of the afterschool and holiday club to ensure all children are aware of the drill and would know what to do in the event of an emergency. We informed the RI that this was an area of non compliance and they took immediate action and a fire drill was carried out following the inspection. Staff practise effective hygiene procedures consistently, for example, they wipe down tables before and after serving food. The majority of staff have attended food hygiene training. Staff position themselves effectively throughout the setting and monitor the children’s safety well.

The RI ensures the premises and any outside play areas are welcoming, friendly and provide a good environment for play and learning. There is ample space and facilities available to meet the needs of children. The outdoor spaces offer good facilities and interesting challenge. Both areas have been designed to ensure that children with additional learning needs can access most areas with ease. Many children enjoy using resources such as the large caterpillar tube, climbing frame with slide and forest school and this supports their physical development well. There are covered areas which allow children to play outdoors regardless of the weather.

The specially designed sensory room offers a very good range of experiences to engage and develop children’s senses. These include coloured lights, sounds and textured play, all within a safe environment that allows children to explore and interact without risk. There are appropriate arrangements and facilities available to hold confidential conversations and to store records securely.

Staff provide children with a worthwhile range of clean, age appropriate resources that are well maintained and stored where children can reach them easily. Furniture is age-appropriate which promotes independence and ensures that children are comfortable when playing. The setting provides some resources that promote cultural awareness.
4. **Leadership and Management**

**Adequate**

**Summary**

Management of the setting is effective although some areas of the regulations and national minimum standards needed to be clarified. However, we found that the RI was very keen to engage with the inspection process in order to move the service forward and maintain the high standards they strive to provide.

**Our findings**

Leadership of the setting on a day to day basis is effective. The PiCs and RI have a sense of purpose and vision for the club and this promotes ongoing improvement. There are many areas of the NMS such as adult to child ratios, which the club often exceeds. Policies and procedures are suitable and provide clear guidance to the staff team. The RI explained that all documentation was in the process of being updated with CIW change in name. The management team ensure the environment is safe and inviting for the children and we noted that accurate records are maintained in relation to the registers. Children are signed in and out, including the time, which ensures there is an accurate record of the children’s attendance. Incident and accident records are maintained.

Leaders are aware of their responsibility to review their service in order to plan improvement. The Quality of Care review has been completed and the RI explained and feedback from parents, staff and observations of children to evaluate their service. Informal team meetings are held at least termly and provide staff with an opportunity to give feedback and make suggestions for improvement.

Management of staff and resources is reasonably effective. Staff told us that they felt very supported by the PiCs and RI. We were unable to view staff supervision or appraisals as the records were contained within the staff’s school recruitment files. Following the inspection we spoke to the RI who confirmed that all supervisions took place on a six monthly basis and appraisals on a yearly basis. She agreed to ensure that these were made available during the next inspection. We also saw that the staff personnel files did not contain all the necessary information required and therefore they were not compliant with regulations. However, all staff had suitable security checks such as Disclosure and Barring checks. We provided a list of documents to the RI that needed to be included in the staff files so that the club could become complaint with the relevant regulations. The RI confirmed that these records were updated following the inspection.

Partnership working with parents and carers is very good. Parents are provided with information outlining the main policies and procedures of the club and information for parents is displayed in the entrance area. Staff told us they also have a good working relationship with the school on site. Parents receive an information pack when their child starts at the club and regular updates when collecting their child. Leaders ensure that they
maintain worthwhile partnerships to maximise the benefits of the service to children.
5. Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections
   None

5.2 Recommendations for improvement
   - Introduce a menu with details of allergens for parents and carers;
   - update all documentation with details of CIW recent change in name;
   - update the Safeguarding policy with details of procedure in the event of an allegation made about a staff member and
   - update profile information on children’s individual needs including interests, likes, dislikes etc.
6. **How we undertook this inspection**

An unannounced full inspection which examined all four themes was undertaken by one inspector over two visits to the services after school club. The following methodology was used to gather evidence for this report:

- discussion with the RI, one of the PiCs, staff and parents;
- examination of records, policies and procedures;
- visual inspection of the environment;
- review of information received from the RI following the inspection;
- observation of care practices and routines and
- consideration of information held by CIW.

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  
<table>
<thead>
<tr>
<th></th>
<th>Out of School Care</th>
</tr>
</thead>
<tbody>
<tr>
<td>Responsible Individual</td>
<td>Kathryn Hughes-Jones</td>
</tr>
</tbody>
</table>
| Person in charge                      | Angela Flynn  
|                                       | Ceri James  
|                                       | Jane Rogers       |
| Registered maximum number of places   | 16                  |
| Age range of children                 | 4 – 12 years        |
| Opening hours                         | The after school club operates between 3.00pm and 4.50pm daily during term time. The Holiday club opens from 9.30am to 3.00pm Monday to Friday for up to 6 weeks per year, although, this varies on a yearly basis depending on the funding available. |
| Operating Language of the service     | English             |
| Date of previous Care Inspectorate Wales inspection | 21 July 2015 |
| Dates of this inspection visits       | 1 & 2 May 2019      |
| 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? | The provider does not provide the ‘Active Offer’ in relation to the Welsh Language. An ‘Active Offer’ means providing a service in Welsh without someone having to ask for it. This is part of the Welsh language Policy to develop and strengthen Welsh language in services.|
| Additional Information: None          |                     |
No noncompliance records found in Open status.