



Inspection Report

Heolgerrig Community Out Of School Club

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



Date Inspection Completed

20/03/2024

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About Heolgerrig Community Out Of School Club

Type of care provided	Children's Day Care Out of School Care
Registered Provider	Committee of Heolgerrig Out of School Club
Registered places	24
Language of the service	English
Previous Care Inspectorate Wales inspection	15 October 2019
Is this a Flying Start service?	No
Does this service promote Welsh language and culture?	This service does not provide an 'Active Offer' of the Welsh language and does not demonstrate a significant effort to promoting the use of the Welsh language and culture.

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

For further information on ratings, please see the end of this report

Summary

Children settle well and enjoy their time at the setting. Their opinions and interests are valued, and they can make choices. Children receive a good variety of play and learning opportunities, and when suitable they can choose to spend time outdoors. They interact well with their friends and form good relationships with staff. Children have good opportunities to develop their independence at the setting.

Staff understand how to keep children safe and healthy. They manage interactions in a positive manner and are warm, patient and kind. They know children well and ensure that children's individual needs are supported. Staff provide some adult led activities and support and extend children's free play and learning.

Children are cared for in a secure environment within the school. They have use of suitable indoor areas and benefit from use of the school grounds which encourages physical activity. The setting has a large quantity of varied resources and toys to interest children.

Leadership at the setting is poor. There has not been a Responsible Individual (RI) in place since 2021. The Person in Charge (PIC) is committed to providing care where children are happy, safe and enjoy their play. However, due to the absence of an RI the setting has not been fulfilling all the regulatory requirements. Leaders have engaged fully with the inspection process and made some immediate changes, however there are further areas which require improvement in order to comply with regulations. During the Inspection process, an individual has been identified to become the RI. The application process for this is in progress.

Children have choices about how they spend their time at the setting. They choose what to play with from the plentiful resources available to them and move freely around the indoor area. When weather and light allow, they often choose to play outside. Children are confident to talk to staff and express themselves. They confidently approach staff to ask them for help with activities. Children's voice is strong at the setting, they know that suggestions they make are listened to and often actioned. For example, children suggest they would like to try bagels, and this is planned for the following week's snack.

Children are settled and content in the care of the setting. They form positive relationships with staff who know them well. For example, children talk and laugh with staff whilst using the karaoke machine. Children are familiar with the routines and expectations, and this adds to their sense of belonging. For example, at the beginning of the session, children come eagerly to the store cupboard to choose resources with staff.

Children continue existing friendships and make new ones at the setting as they meet children from other age groups and classes. Children of varying ages and needs play happily alongside each other and together. They respect each other and share resources. For example, children co-operate together to share toy cars. They happily wait their turn at snack time. Children respond quickly to staff requests; they treat staff and resources with respect.

Children are enthusiastic and interested in their play and learning. They thoroughly enjoy the opportunities for child led free play both on their own and in groups. For example, children individually smile with pleasure as they play imaginary games with action figures, and a group of children talk excitedly about the toy shop they are creating.

Children have good opportunities to develop their independence skills. Older children are involved with preparation and serving the snack to younger children, taking pride in their role. Children can organise their own time at the setting and therefore develop their skills at finding equipment, asking staff for help, as well as making new friendships. Children have good opportunities to develop physically using the outdoor facilities.

Staff have an appropriate understanding of their roles and responsibilities to keep children safe. They have a satisfactory understanding of safeguarding issues, the signs and symptoms of abuse, and their own duty to report any concerns. There is a safeguarding policy in place, containing appropriate information regarding making a referral. However, it is difficult to locate this quickly. Staff have up to date Safeguarding, Food Hygiene and Paediatric First Aid training. Staff record accidents, incidents, and pre-existing injuries, however the systems for recording are not clear and robust. Leaders at the setting began to take action to address these points during the inspection. Staff have suitable records of children's personal details and have a sound knowledge of children's allergies, dietary requirements, and medical needs. Staff keep accurate registers of children's attendance. They encourage health and hygiene at the setting. For example, showing children how to follow good food hygiene practices when making snack for other children.

Staff are consistently warm, patient and kind in their interactions. They act as good role models for the children. Staff create a positive atmosphere with plenty of smiles and laughter. They know children well and there is an easy relaxed manner between them and the children. Staff are experienced and confident, when staff ask children to follow instructions, they do this calmly knowing that they will follow their directions.

Staff know children and their individual needs well. Children with additional learning needs are supported appropriately and staff ensure they receive care which meets their needs. Staff naturally extend the play and learning of children through chatting to them about what they are doing. Staff plan some adult led activities in the week but are responsive to the children and support them in following their interests.

Environment**Adequate**

The environment is safe and secure. Children arrive at the setting internally through the school and external doors are kept locked. Parents collect from a locked side entrance and visitors are unable to access the service unannounced. Staff keep a record of any visitors to the setting. The outdoor play area is securely fenced. Routine maintenance checks for the building are undertaken. Suitable risk assessments are in place and staff are alert to emerging risks. There is a written evacuation plan for both fire and other emergency situations. Staff carry out effective fire drills with children. The setting is registered with the Food Standards Agency.

The environment is suitable. The main room is light and bright with plenty of natural light by day and good electrical lighting after dark. It is warm and basically furnished and provides ample space for children to engage with various table-based activities without crowding each other. Additionally there is plenty of free floor space which children use imaginatively to create other games. The setting also has use of a smaller room which contains a cupboard for storage of resources and a lockable cabinet for records. Children and staff can access a smaller room and the school library when there are lower numbers at the setting or when children need a quieter space to relax. There are a suitable number of toilets for the children to use. These are clean, fresh and in a good state of repair. However, children are not able to access them independently as they are not within an area solely used by the club. Outdoors, children have access to an appropriate play area which includes climbing equipment. This offers space for exercise, as well as an outdoor area for children to relax in. Staff always accompany children if using the outdoor area.

There is a large selection of varied toys and resources, ensuring all children can find things to interest them. Resources are clean, safe, and appropriate for the various age groups that attend the setting. Staff regularly check resources for safety and integrity and dispose of any resources which are broken or in poor condition. The Person in Charge (PIC) has been pro-active and successful in applying for grant funding to ensure new resources can be purchased regularly.

Since 2021 the setting has not been meeting its regulatory requirements to have a Responsible Individual (RI). During the inspection the committee put plans in place to urgently rectify this. In the absence of an RI, the Person in Charge (PIC) has led the setting. The PIC is conscientious and has managed to provide a safe and positive setting, however, without the support of an RI it has not been possible to manage the setting in line with all the Regulations and National Minimum Standards. For example, the statement of purpose has not been kept up to date and Care Inspectorate Wales (CIW) has not been formally notified by an RI of various matters required by the regulations. While no immediate action is required, these are areas for improvement, and we expect the provider to take action. Both the new RI and the PIC will need to familiarise themselves with the requirements of the National Minimum Standards and Regulations for Childcare so that they know and understand what is expected.

Leaders carry out satisfactory self-evaluation. They obtain feedback from parents and children through questionnaires. They use this information and staff observations to produce a quality of care report. Leaders at the setting seek to improve on the care they offer. They have engaged fully in the inspection as part of this improvement process.

Staff are well qualified. Information on staff files is well organised and leaders ensure they undertake all required pre-employment checks on staff prior to them starting, ensuring that only suitable persons are employed to work with children. In the staff files we sampled, staff's Disclosure and Barring Service checks (DBS) are current. However, in the absence of an RI, there is no formal system in place to regularly check staff DBS certificates on the update service to ensure they remain clear. Staff at the setting including the PIC do not receive formal supervision and appraisals in order for them to reflect on and explore their practice, roles and responsibilities within the service, as required by regulations. This was identified as an area of non-compliance at the last inspection but has not been addressed. We have therefore issued a priority action notice. The provider must take immediate action to address this issue.

Leaders and staff have established very positive relationships with parents. Parents we spoke with told us how much their children enjoy attending and how highly they regard the staff who lead the setting. The setting is a member of an umbrella organisation which offers opportunities for information and support.

Summary of Non-Compliance

Status	What each means
New	This non-compliance was identified at this inspection.
Reviewed	Compliance was reviewed at this inspection and was not achieved. The target date for compliance is in the future and will be tested at next inspection.
Not Achieved	Compliance was tested at this inspection and was not achieved.
Achieved	Compliance was tested at this inspection and was achieved.

We respond to non-compliance with regulations where poor outcomes for people, and / or risk to people's well-being are identified by issuing Priority Action Notice (s).

The provider must take immediate steps to address this and make improvements. Where providers fail to take priority action by the target date we may escalate the matter to an Improvement and Enforcement Panel.

Priority Action Notice(s)

Regulation	Summary	Status
29	The provider must ensure that all staff receive regular supervision and appraisal.	Not Achieved

Where we find non-compliance with regulations but no immediate or significant risk for people using the service is identified we highlight these as Areas for Improvement.

We expect the provider to take action to rectify this and we will follow this up at the next inspection. Where the provider has failed to make the necessary improvements we will escalate the matter by issuing a Priority Action Notice.

Area(s) for Improvement

Regulation	Summary	Status
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15	The registered person must ensure they regularly review and update their Statement of Purpose and notify Care Inspectorate Wales of any revisions.	New
31	The registered person must ensure they notify Care Inspectorate Wales of all matters required by regulations.	Not Achieved
16	The provider has not ensured that a review of quality of care report is completed annually	Achieved
28	The provider has not ensured the suitability of workers	Achieved

Where we find the provider is not meeting the National Minimum Standards for Regulated Child Care but there is no immediate or significant risk for people using the service, we highlight these as Recommendations to Meet National Minimum Standards.

We expect the provider to take action to address these and we will follow these up at the next inspection.

National Minimum Standards	
Standard	Recommendation(s)
Standard 20 - Child protection	Ensure information regarding making a safeguarding referral is easily accessible.
Standard 5 - Records	Ensure systems for recording accidents, incidents and pre-existing injuries are suitably clear and robust.
Standard 13 (Day Care) - Suitable Person	Ensure a robust system to regularly check staff DBS status on the update system.

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.

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Date Published 14/05/2024