

## Irvine Old Parish Church Out of School Care Day Care of Children

Irvine Old Parish Church  
Kirkgate  
Irvine  
KA12 0DG

Telephone: 07980 976896

Type of inspection: Unannounced  
Inspection completed on: 20 April 2017

**Service provided by:**  
Irvine Old Parish Church Out of School  
Care Committee, an association

**Service provider number:**  
SP2010011321

**Care service number:**  
CS2010279105

## About the service

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service. We want to ensure they have the best start in life, are ready to succeed and live longer, healthier lives.

We check services are meeting the principles of Getting it Right For Every Child (also known as GIRFEC). Set up by Scottish Government, GIRFEC is a national approach to working in a consistent way with all children and young people. It is underpinned by the principles of prevention and early intervention. The approach helps services focus on what makes a positive difference for children and young people - and what they can do to improve. GIRFEC is being woven into all policy, practice, strategy and legislation that affect children, young people and their families.

There are eight wellbeing indicators at the heart of GIRFEC. They are: safe; healthy; achieving; nurtured; active; respected; responsible; and included. They are often referred to as the SHANARRI indicators. We use these indicators at inspection, to assess how services are making a positive difference for children. The Care Inspectorate regulates care services in Scotland. Information in relation to all care services is available on our website at [www.careinspectorate.com](http://www.careinspectorate.com).

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

Irvine Old Parish Church Out of School Care is run by a voluntary committee to provide a daycare of children's service. They are based in Old Parish church halls in the town of Irvine, North Ayrshire. The service is located close to local amenities, including shops, schools, parks and bus routes.

The service is registered to provide care for a maximum of 48 children of primary and secondary school age and operates during school term-time and holiday periods.

During the inspection visits we have awarded this service grades of weak and unsatisfactory. As a result the Care Inspectorate have implemented a short term active response which has identified and requested immediate improvement from the service, which we are monitoring. We have also identified on going collaboration with supporting partner agencies to ensure future improvements.

## What people told us

The children present during the inspection visit were playing with the resources available to them in the hall. Children who we spoke to told us they were happy to come to the out of school care.

We received three completed Care Standard Questionnaires from parents during the inspection. We spoke to a number of parents during the inspection visits.

Parents told us that they liked the booking system, and were happy.

Parents raised a number of concerns through the questionnaires and when spoken to, we have addressed these through the body of the report.

## Self assessment

The care inspectorate received a completed self assessment from the out of school care. The service identified what it thought it did well.

## From this inspection we graded this service as:

Quality of care and support	1 - Unsatisfactory
Quality of environment	2 - Weak
Quality of staffing	2 - Weak
Quality of management and leadership	1 - Unsatisfactory

## Quality of care and support

### Findings from the inspection

During the inspection visit we considered the quality of care and support when considering this theme.

The service was not operating at the level we would expect and we have graded this theme as unsatisfactory.

There is a door buzzer system in place. However this should be better monitored to ensure all children are safe and the environment secure at all times.

There were personal plans in place however they should better reflect the individual health, safety and welfare of each child, be in place within 28 days of the child starting the service and reviewed at least once in every six month period.

Parents we spoke to during the inspection visit said that they were happy with the service their children received. And particularly liked the method of using texts to communicate bookings.

Children knew the rules and were familiar with the routines. For examples children knew they needed to ask a member of staff before they went to the toilet. We observed that children were familiar with the routines for entering the hall once other groups had vacated it. We observed very patient children sitting against the hallway wall whilst waiting for the hall to become available. We would suggest that access times to the registered room is reconsidered.

Children had opportunities to voice their opinion on activities and snacks.

### Requirements

#### Number of requirements: 2

1. Personal Plans must be effectively implemented throughout the service. These should be individual to each child, reflect their health welfare and safety needs, be in place within 28 days of the child starting the service and reviewed at least once in every six month period.

This is in accordance with The Social Care and Social Work Improvement Scotland (Requirement for Care Services) Regulations 2011 No 210 Social Care Paragraph 5 - Personal Plans

(1) A provider must after consultation with each child and where it appears to be appropriate, any parent, within 28 days of the date of which the child first received the service prepare a written plan ('the Personal Plan') which sets out how the child's health, safety and welfare needs are to be met.

(2b iii) Review the personal plans at least once in every six month period whilst the service user is in receipt of the service

Timescale: within 1 months of this report

2. The service must identify clear, concise and robust child safe guarding procedures. These should include:

- A named Child Protection Coordinator
- Child Protection reporting procedures and processes identified for the service.
- Identified Information Sharing Protocols

This is to comply with Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011: SSI 2011/210 Regulation 4. (1)(a) make proper provision for the health, welfare and safety of service users. Welfare of Users. Timescale: on receipt of this letter.

## Recommendations

**Number of recommendations: 1**

1. Support Plans must be developed to clearly identify how children who require additional support will have their individual needs met in the service. These must be shared with all staff.

National Care Standards for Early Education and Childcare up to the age of 16: Standard 6 Support and Development.

**Grade: 1** - unsatisfactory

## Quality of environment

### Findings from the inspection

During the inspection visit we considered the aspect of physical play and outdoor play when considering this theme.

The service was not operating at the level we would expect and we have graded this theme as weak.

Accident and incident forms were appropriately recorded and shared with parents.

There is space indoors for some physical play. The service has access to an enclosed and safe outdoor area adjacent to the church halls, the service should make better use of this area.

Children were happy and curious to engage in the environment available to them. This environment requires to be developed to ensure the children's capacity for positive development will be enhanced by having access to the broadest range of environment and play opportunities. This is in line with the Playwork Principles (May 2005).

Toilets were suitable for children to use.

Parents we spoke to felt their children should get outside more.

## Requirements

### Number of requirements: 1

1.
  - Children should have access to staff who are knowledgeable about their playwork role and how their role can affect outcomes for children.
  - A strategy should be developed to identify how children's experiences in the service are of a high quality.
  - A variation should be submitted to update the service registration start times to reflect the availability of the rooms.

The above are to comply with Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011: SSI 2011/210 Regulation 3. 'A provider of a care service shall provide the service in a manner which promotes quality and safety and respects the independence of service users, and affords them choice in the way in which the service is provided to them.' Principles.

Timescale: on receipt of this letter.

## Recommendations

### Number of recommendations: 1

1. Staff and management should ensure that each child or young person can experience and choose from a balanced range of activities including regular access to energetic physical play and fresh air.

National Care Standards for Early Education and Childcare up to the age of 16: Standard 3 Health and Wellbeing.

**Grade:** 2 - weak

## Quality of staffing

### Findings from the inspection

During the inspection visit we considered the aspect of training and the impact on outcomes for children as a result of training, we also considered recruitment when considering this theme.

The service was not operating at the level we would expect and we have graded this theme as weak.

Staff were kind and they had children's best interests at heart of what they did.

There were some policies and procedures in place, some staff has some awareness of these.

Staff knew most of the children well.

Staff knew each other well. Staff have delegated responsibilities and duties between themselves.

Staff should access training that will assist them in their playwork role, in order that outcomes for children are enhanced and developed.

### Requirements

#### Number of requirements: 1

1. All staff must have SSSC registration status applicable to the role they are undertaking.

This is to comply with Social care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011: SSI 2011/210 Regulation 9. (c) any person to whom regulation 7 (2) (d) apply. Fitness of employees. Timescale: on receipt of this report.

### Recommendations

#### Number of recommendations: 1

1. Systems must be established to evidence the SSSC register is being audited and rigorously checked to show staff are fit to practice.

National Care Standards for Early Education and Childcare up to the age of 16: Standard 12 Confidence in staff

**Grade:** 2 - weak

## Quality of management and leadership

### Findings from the inspection

During the inspection visit we considered the aspect of how the service used quality assurance systems to contribute towards improved outcomes for children when considering this theme.

The service was not operating at the level we would expect and we have graded this theme as unsatisfactory

There is a voluntary managed committee in place.

The service is meeting the staff to child ratios.

There is a lack of governance in the management committee. We have asked that the committee clarify all roles and functions. Support for this should be sought from Scottish Council for Voluntary Organisations (SCVO) and from Scottish Out of School Care Network (SOSCN)

### Requirements

#### Number of requirements: 2

1. The day to day management structure must be robust and fit for purpose. Staff undertaking the management role must have the correct experience to manage the day to day running of the service, supervise staff and offer children a quality of experience.

This is in accordance with The Social Care and Social Work Improvement Scotland (Requirement for Care Services) Regulations 2011 No 210 Social Care

Paragraph 7 - Fitness of managers

A person must not act as a manager in relation to a care service unless the person is fit to do so.

(2c) A person who does not have the skills, knowledge and experience necessary for managing the care service,  
(2d) A person who, in order to perform the duties for which the person is employed in the care service, is required by any enactment to be registered with a body and is not so registered.

Timescale: within one month of this report

2. The provider must ensure that appropriate management arrangements are in place to facilitate the running of the service and provide adequate support, supervision and leadership to staff.

This is to comply with Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011: SSI 2011/210 Regulation 17. Appointment of Manager.

Timescale for implementation: One month from receipt of this letter

A Notification must be submitted to advise when the Manager is absent for more than 28 days and the alternative measures that have been identified. This must be done with immediate effect.

## Recommendations

Number of recommendations: 0

Grade: 1 – unsatisfactory

## What the service has done to meet any requirements we made at or since the last inspection

## Previous requirements

### Requirement 1

Staff – recruitment procedures (including Disclosure Checks)

The provider must ensure that appropriate management arrangements are in place to facilitate the running of the service and provide adequate support to staff.

This is to comply with Social care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011: SSI 2011/210 Regulation 17. Appointment of Manager. Timescale for implementation: One month from receipt of this letter.

**This requirement was made on 10 May 2016.**

### Action taken on previous requirement

See Requirement 2 in Management & Leadership section of report.

**Not met**

### Requirement 2

Staff – Other

The provider must ensure that a robust recruitment procedure is in place. Recruitment procedures must ensure staff have:

- the appropriate scheme record or disclosure at the appropriate level in advance of commencing employment
- two references are returned prior to employees commencing employment
- a system is introduced to clearly evidence the Scottish Social Services Council register has been checked to evidence staff fitness to practice.

This is to comply with Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011: SSI 2011/210 Regulation 9. (c) any person to whom regulation 7 (2) (d) apply. Fitness of employees. Timescale: on receipt of this letter.



**This requirement was made on 10 May 2016.**

#### Action taken on previous requirement

This has not been met. See Requirement 1 under Staffing in the report.

**Not met**

## What the service has done to meet any recommendations we made at or since the last inspection

### Previous recommendations

#### Recommendation 1

Management and staff should share and consult with parents on the children's personal plans. They should also undertake review of these personal plans at least every six month or earlier if required.

National Care Standards, early education and childcare up to the age of 16, standard 14: well managed service.

**This recommendation was made on 19 January 2016.**

#### Action taken on previous recommendation

This recommendation has not been met. Information on personal plans does not reflect individual children's needs. Not reviewed and not signed as per Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011. See requirement 1 under Care & Support in report.

#### Recommendation 2

Irvine Old Parish Church Out of School Care should complete risk assessments for the building security. This should include access by unknown persons.

National Care Standards, early education and childcare up to the age of 16, standard 2: a safe environment.

**This recommendation was made on 19 January 2016.**

#### Action taken on previous recommendation

This recommendation has not been met. Inspectors gained access on two separate occasions without challenge.

#### Recommendation 3

Irvine Old Parish Church Out of School Care should ensure that each child or young person can experience and choose from a balanced range of activities.

National Care Standards, early education and childcare up to the age of 16, standard 5: quality of experience.

**This recommendation was made on 19 January 2016.**

## Action taken on previous recommendation

This recommendation has not been met. See recommendation 1 under Environment in the report.

## Recommendation 4

Irvine Old Parish Church Out of School Care should ensure that supervisory provision is made to ensure the quality of the service delivered in absence of the manager.

National Care Standards, early education and childcare up to the age of 16, standard: 14 well-managed service.

**This recommendation was made on 19 January 2016.**

## Action taken on previous recommendation

This relates to previous requirement identified as the result of a complaint dated 10.05.16. This has not been met and has been carried forward to the report under Requirement 2 in Management & Leadership.

## Recommendation 5

Irvine Old Parish Church Out of School Care should expand the systems to monitor the quality of the service provision and to support staff in developing the service.

National Care Standards, early education and childcare up to the age of 16: standard 14: well-managed service.

**This recommendation was made on 19 January 2016.**

## Action taken on previous recommendation

This recommendation has not been met and has been carried forward under Management & Leadership in Requirements 1 and 2.

## Recommendation 6

Irvine Old Parish Church Out of School Care should further develop processes to evaluate their work to both identify good practices and to assist them to focus more effectively on service improvement and development.

National Care Standards, early education and childcare up to the age of 16, standard 13: improving the service.

**This recommendation was made on 19 January 2016.**

## Action taken on previous recommendation

This recommendation has not been met and has been carried forward under Management & Leadership in Requirements 1 and 2.

## Complaints

Please see Care Inspectorate website ([www.careinspectorate.com](http://www.careinspectorate.com)) for details of complaints about the service which have been upheld.

## Enforcement

No enforcement action has been taken against this care service since the last inspection.

## Inspection and grading history

Date	Type	Gradings	
19 Jan 2016	Unannounced	Care and support	4 - Good
		Environment	3 - Adequate
		Staffing	4 - Good
		Management and leadership	3 - Adequate
17 Feb 2015	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
19 Jun 2014	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	1 - Unsatisfactory
		Management and leadership	2 - Weak
22 Oct 2013	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	1 - Unsatisfactory
		Management and leadership	2 - Weak
17 Dec 2012	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	2 - Weak
		Management and leadership	2 - Weak
6 Aug 2012	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	2 - Weak
		Management and leadership	2 - Weak

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