

# Tayport Out of School Care Day Care of Children

c/o Tayport Primary School  
Queen Street  
Tayport  
DD6 9NS

Telephone: 07515 189486

**Type of inspection:**

Unannounced

**Completed on:**

5 December 2018

**Service provided by:**

Fife Council

**Service provider number:**

SP2004005267

**Service no:**

CS2003039572

## About the service

Tayport Out of School Care registered with the Care Inspectorate in November 2004. It provides a before school, after school and holiday care service to a maximum of 32 children of an age to attend primary school.

Fife Childcare Services provided the service which is part of Fife Council.

The service operates from within Tayport Primary School. Children had access to the dining room, gym hall, computer suit, large playgrounds and any other areas of the school with agreement from the head teacher.

Aims of the service include "to provide high quality affordable, accessible Out of School Care to allow parents to return to, or continue in employment, training or further education with confidence of knowing that their son/daughter is cared for in a safe, secure and stimulating environment."

We check services are meeting the principles of Getting it Right for Every Child (also known as GIRFEC), Scotland's national approach to improving outcomes and wellbeing for children by offering the right help at the right time from the right people. It supports them and their parents to work with the services that can help them. There are eight wellbeing indicators at the heart of Getting it Right for Every Child: safe, healthy, achieving, nurtured, active, respected, responsible, and included.

## What people told us

There were 16 children present on the first day of the inspection with 14 children present on the second. We observed children as they played and found they were fully engaged in a wide range of activities and experiences with the majority of these freely chosen by the children. Children told us what they enjoyed doing within the service which included playing outside, having snack, drawing, playing with the space hoppers, doing small projects and playing with their friends. Comments from children included:

"It's good. There are lots of things to do like Lego and dressing up or playing with your friends."

"Jelly is my favourite snack."

"It's awesome."

"I had toast and beans. It was yummy."

"If we had headphones we could listen to music."

We provided the service with ten parent/carer questionnaires to distribute to their families before the inspection. We received six completed questionnaires. Overall, half of parents/carers agreed and half strongly agreed that their child received good quality care and support.

## Self assessment

The service had not been asked to complete a self-assessment in advance of the inspection. We looked at the service's improvement plan and quality assurance paperwork. These demonstrated how the service was monitoring the overall quality of the service and outlined their priorities for developing the service further.

The service had identified the following areas for improvement:

- Promote children's independence during snack time.
- Improve our play and learning opportunities and have opportunities for daily outdoor play.

- Formalise staff meetings and create an action plan to go along with it.
- Monitoring or improvement should take in children's outcomes.
- Development of further methods to gather the views of the children and parents.

## From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	5 - Very Good
Quality of staffing	5 - Very Good
Quality of management and leadership	5 - Very Good

## Quality of care and support

### Findings from the inspection

Children received very good quality care and support. We established this through our discussions with children, reviewing comments from parents/carers, discussions with staff and auditing a wide range of written information.

Children told us they had fun when they came to the club and that staff worked with them to satisfy their likes and interests. We saw some children who had recently started learning a musical instrument at school had brought these in to show their friends and demonstrate them within the club. Children were also able to input into the clubs activity planner with their ideas for the following week, although staff knew children's likes and dislikes so planned for these.

Children told us they were able to take ownership of their club. This included making decisions about snack, projects or themes they wanted to work on and new equipment and resources they would like. Children had recently focused on Remembrance Day and developed a large display of their work. Before this, there was a focus on Harry Potter. As part of this project, children had created a club crest inspired by the crest from Hogwarts.

Children had opportunities to share their views of the service and these were respected. There was a suggestion box that children could post ideas, comments or suggestions, children told us they were confident to speak to staff and were sure that staff would take on board their suggestions. There were also regular questionnaires. We reviewed the feedback from these and found they were very positive. Children had been raising funds to buy a new CD player and wanted to listen to music but felt that staff would want them to keep the volume at a reasonable level, so we suggested asking for some headphones. This was in place before the end of our inspection.

Older children were given an appropriate level of independence to access the schools computer suit with minimal supervision from staff. This was respected by the children and valued. The older children were very clear of the boundaries in place and followed these well, as they did not want this opportunity to be restricted.

We reviewed the services care plans and medication held within the service. Through discussions with staff, it was very clear they knew the individual needs of children very well. While the quality of the medication records and the care plans were generally good, there was opportunity to improve these further. We spoke to the manager about always focusing on outcomes for children and being specific about how the service will meet these.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 5 - very good

## Quality of environment

### Findings from the inspection

The quality of the environment for children was very good. We established this through our discussions with children and staff, reviewing comments from parents/carers and through our observations.

The service was based within the dining room at Tayport Primary School. The staff worked well to make the environment as welcoming as possible by creating a number of different play spaces. This included comfortable seating to relax, read or talk with their friends. There were a number of tabletop activities and physical activities available. Children had the flexibility to adapt the spaces as they wished.

We previously provided feedback to the service around the management of snacks for children. The service took this on board and conducted a full audit of their snack time experience with children. Children told staff they wanted to have snack as one group instead of having a café style of snack. Staff have respected the view of children and will continue to provide snacks as one group. We identified some small changes staff could make to improve the experience and support children's independence. This included staff sitting beside children and allowing children to pour their own drinks as children were more than capable in doing this.

Children have benefited from the service beginning to introduce loose parts as part of their play. This supports children's imagination and creativity. The collections of loose parts were at an early stage, but we were confident that this would continue to develop and provide children with a good quality experience.

Children had daily access to outdoor play. The space directly outside the club was not very exciting, however children were very happy with it. Children enjoyed playing games they made themselves or exploring the environment in the dark using torches. Children also had access to a larger outdoor play space to the rear of the school. The service had begun to build a collection of loose parts play materials to develop children's play experiences further.

Children had access to the school ICT suit. This was popular with the older children who were given independent access of this space with minimal supervision from staff. There were clear processes in place to support children to make this choice but also to keep staff informed.

Children told us they were enjoying having access to space hoppers that they had borrowed from the resource base. The resource base enabled the service to have a constant flow of new toys and activities that they either could not store due to the size or afford due to the cost. Children had access to the catalogue and were able to choose what they would like on a regular basis.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 5 – very good

## Quality of staffing

### Findings from the inspection

The quality of staff within the service was very good. We established this through our discussions with children and staff, reviewing comments from parents/carers and through our observations.

Children benefitted from having a very stable and consistent staff team. A senior childcare practitioner who was responsible for the day-to-day running of the club and was supported by two childcare practitioners led the team. The staff team worked well together and were focused on providing a quality service.

Staff had very good knowledge of children. This was clear through our observations of staff practice and our discussions. When reviewing information about each child, staff confidently discussed the content of the personal plans and were clear how they were meeting children's individual needs.

Staff met together on a regular basis to discuss all aspects of the service and identify areas they wish to develop or improve. Previously staff kept a short note of the meeting, however this did not detail the actions that were agreed and who would be responsible for taking them forward. This has been improved to create a clear and succinct record of the teams discussions.

Staff met regularly with the childcare manager to review their individual performance, support and development needs. This gave the manager time to provide feedback to staff and to agree what actions would be taken to support staff further. Staff told us they found these meetings helpful.

Staff had begun to work through the Health and Social Care Standards, which outline the level of care that is expected when using services. Staff had also been supporting children to understand what they should expect when attending the out of school club. Although this was at an early stage, we could already start to see improvements in the service. We reminded the staff and manager to focus on outcomes for children.

Staff had access to a range of training, learning and development opportunities. This included first aid, food hygiene, health and safety as well as child protection. The manager had recently conducted an audit to identify what opportunities staff would need over the coming year and if there were any gaps that could be addressed.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

Grade: 5 - very good

## Quality of management and leadership

### Findings from the inspection

A peripatetic childcare manager, who oversaw the running of five registered childcare services across North East Fife, managed the service. Through our discussions with the manager and reviewing a range of paperwork, we concluded the service was managed to a very good standard.

The manager visited the service on a regular basis to provide support to the staff but also to observe the quality of the service. This was achieved through informal observations and feedback provided to staff on a regular basis.

The manager had access to a quality assurance system that was devised centrally by Fife Childcare Services. We found that although the staff and manager was identifying the correct information in relation to the Health and Social Care Standards, that they should remember to focus on the outcomes for children. An example of this was that the service had a respect policy in place, although having the policy does not mean this provides a positive experience for children. Staff should have good knowledge of the policy and know how to use this to support children.

Parents and carers had opportunities to provide feedback on the quality of the service. This was achieved through regular conversations with parents/carers, questionnaires and parents/carers could contact the childcare manager at any time. The service also shared information with parents/carers through termly newsletters. We reviewed the most recent newsletter and it included information about what the children had been doing in the service, school holiday dates as well as a review of the year.

We reviewed the services complaint procedure to ensure it provided opportunities for parents/carers and children to provide feedback on the service. We found that the complaints policy and procedure required updating to ensure it provided up to date contact details. The service should also consider how children could make complaints. We discussed this with the manager who agreed to review this with her colleagues to ensure a consistent approach.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

Grade: 5 – very good

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

## Previous requirements

There are no outstanding requirements.

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

## Previous recommendations

### Recommendation 1

Staff should consider how to promote children's independence at snack times and ways to allow them to access it without potential disruption to play.

**This recommendation was made on 7 March 2018.**

### Action taken on previous recommendation

The service completed a full review of their snack experience with full involvement from the children. The children decided as part of this review that they liked to have snack as a whole group instead of a rolling snack. We were happy with this outcome as it met the needs of children. There were still further opportunities for children to be independent during snack, however we discussed these with the staff who agreed to continue developing the experiences for children. As a result we were satisfied this recommendation was met.

### Recommendation 2

Staff should provide sufficient quality play and learning opportunities to engage and stimulate children. Resources provided should encourage children to explore, create and challenge. Opportunities for outdoor play should be increased. As a result we were satisfied this recommendation was met.

**This recommendation was made on 7 March 2018.**

## Action taken on previous recommendation

The service had conducted a full audit of the resources. As part of this audit they identified that they could introduce loose parts to further develop children's creativity and imagination. The children have regular access to the resource base to vary the range and variety of equipment and resources on offer. During the inspection children were very happy with the range of resources available. As a result we were satisfied this recommendation was met.

## Recommendation 3

Minutes of staff meetings should be formally recorded with details of discussions and any outcomes or course for action highlighted. Areas highlighted for improvement by staff should be detailed and persons nominated to take this forward within timescales. This will overall improve outcomes for children.

**This recommendation was made on 7 March 2018.**

## Action taken on previous recommendation

Records of staff meetings are now clearly recorded. Any actions planned are now detailed so that information about who will take the actions forward are recorded. As a result we were satisfied this recommendation was met.

## Recommendation 4

Monitoring for improvement within the service should take outcomes for children into consideration.

**This recommendation was made on 7 March 2018.**

## Action taken on previous recommendation

The manager had continued to develop the quality assurance processes to ensure the service was meeting the needs of children. Although staff were confident in discussing how any monitoring was focusing on outcomes for children, this is an area that could still be improved further. As a result we were satisfied this recommendation was met.

## Recommendation 5

The provider should ensure they develop further methods to gather the views of childrens and parents. These views should be valued and used to improve the service.

**This recommendation was made on 7 March 2018.**

## Action taken on previous recommendation

The service had developed a range of consultation methods to use with parents/carers and children. This included verbal feedback, questionnaires, mindmapping and voting. We were satisfied that the service was making the best use of these opportunities and demonstrated how they acted upon any feedback provided. As a result we were satisfied this recommendation was met.

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://www.careinspectorate.com).



## Enforcement

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

## Inspection and grading history

Date	Type	Gradings
23 Jan 2018	Unannounced	Care and support 3 - Adequate Environment 4 - Good Staffing Not assessed Management and leadership 3 - Adequate
17 Feb 2015	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
19 Feb 2014	Unannounced	Care and support 3 - Adequate Environment 3 - Adequate Staffing 3 - Adequate Management and leadership 3 - Adequate
8 Feb 2013	Unannounced	Care and support 1 - Unsatisfactory Environment 4 - Good Staffing 2 - Weak Management and leadership 2 - Weak
1 Nov 2010	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good
25 Nov 2009	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 4 - Good Management and leadership 3 - Adequate

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