Kool Kids Club (Balmuildy)

Day Care of Children

Balmuildy Primary School
Stirling Drive
Bishopbriggs
G64 3AJ
Telephone: 0141 563 0294

Inspected by: Karen Bradley
Type of inspection: Unannounced
Inspection completed on: 22 September 2011
Contents

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2 How we inspected this service
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Service provided by:
Pinocchio’s Nursery Ltd

Service provider number:
SP2003000742

Care service number:
CS2003003688

Contact details for the inspector who inspected this service:
Karen Bradley
Telephone  0141 843 4230
Email  enquiries@scswis.com
Summary

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change after this inspection following other regulatory activity. For example, if we have to take enforcement action to make the service improve, or if we investigate and agree with a complaint someone makes about the service.

We gave the service these grades

<table>
<thead>
<tr>
<th>Area</th>
<th>Grade</th>
<th>Description</th>
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</thead>
<tbody>
<tr>
<td>Quality of Care and Support</td>
<td>4</td>
<td>Good</td>
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<tr>
<td>Quality of Environment</td>
<td>4</td>
<td>Good</td>
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<tr>
<td>Quality of Staffing</td>
<td>3</td>
<td>Adequate</td>
</tr>
<tr>
<td>Quality of Management and Leadership</td>
<td>3</td>
<td>Adequate</td>
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</table>

What the service does well

We found that the service provides a variety of activities for children. In particular, parents and children commented very positively on the range of activities, trips and outings organised for the summer holiday club.

What the service could do better

Management should continue to further develop methods of ensuring that parents and children are routinely involved in evaluating the quality of all areas of the service.

The provider should ensure that effective quality assurance systems are implemented.

The provider should ensure that staff have access to regular training opportunities.

The provider should address the recommendations contained in this report.

Development of an adult protection policy was discussed during the inspection. The service provider should now develop a policy.

What the service has done since the last inspection

The service provider has addressed the requirements recorded in the previous inspection report. Recommendations have either been addressed or are in process of being addressed. Please refer to the recommendations outstanding section in the report.
Conclusion

We found that the service continues to offer positive experiences to children. However, the provider should ensure that effective quality assurance systems are implemented and staff have regular training opportunities.

Who did this inspection

Karen Bradley

Lay assessor: N/A
1 About the service we inspected

Before the 1st April 2011 this service was registered with the Care Commission.

On this date the new scrutiny body, Social Care and Social Work Improvement Scotland, (SCSWIS), took over the work of the Care Commission, including the registration of care services. This means that from the 1st April 2011 this service continued its registration under the new body SCSWIS.

Kool Kids Club (Balmuildy) is provided by Pinocchio’s Nursery Limited. The service is based in Balmuildy Primary School in Bishopbriggs and has the use of the gym hall and outdoor play space.

The service was registered to provide care for 35 primary school aged children. It operates from Monday to Friday, 15:00 to 18:00 hours during term time and 08:00 to 18:00 hours during school holidays.

Based on the findings of this inspection this service has been awarded the following grades:

Quality of Care and Support - Grade 4 - Good
Quality of Environment - Grade 4 - Good
Quality of Staffing - Grade 3 - Adequate
Quality of Management and Leadership - Grade 3 - Adequate

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change following other regulatory activity. You can find the most up-to-date grades for this service by visiting our website www.scswis.com or by calling us on 0845 600 9527 or visiting one of our offices.
2 How we inspected this service

The level of inspection we carried out
In this service we carried out a medium intensity inspection. We carry out these inspections where we have assessed the service may need a more intense inspection.

What we did during the inspection
We complied this report following an unannounced inspection. The inspection was carried out by Care Inspectorate Inspector Karen Bradley.

A visit to the service took place over two days.

We issued questionnaires to the service to distribute to parents and carers of the children who attend the service.

In this inspection we gathered evidence from various sources, including the relevant sections of policies, procedures, records and other documents, including:

* evidence from the services most recent self assessment and annual return
* children’s records
* staff development and training records
* development plans
* service information for parents
* questionnaires that had been requested filled in and returned to the service from people who use the service
* a variety of evidence that reflected parents and service users participation in evaluating the quality of service
* discussions with various people, including:
  - the manager
  - staff
  - children
* observing how staff work
* examining play resources and the environment
* registration certificate
* insurance
Grading the service against quality themes and statements

We inspect and grade elements of care that we call ‘quality themes’. For example, one of the quality themes we might look at is ‘Quality of care and support’. Under each quality theme are ‘quality statements’ which describe what a service should be doing well for that theme. We grade how the service performs against the quality themes and statements.

Details of what we found are in Section 3: The inspection

Inspection Focus Areas (IFAs)

In any year we may decide on specific aspects of care to focus on during our inspections. These are extra checks we make on top of all the normal ones we make during inspection. We do this to gather information about the quality of these aspects of care on a national basis. Where we have examined an inspection focus area we will clearly identify it under the relevant quality statement.

Fire safety issues

We do not regulate fire safety. Local fire and rescue services are responsible for checking services. However, where significant fire safety issues become apparent, we will alert the relevant fire and rescue services so they may consider what action to take. You can find out more about care services’ responsibilities for fire safety at www.firelawscotland.org
What the service has done to meet any requirements we made at our last inspection

The requirement
Requirement with reference to Theme 3 Statement 2: The provider must ensure that timescales for the registration of managers, as set out by the Scottish Social Services Council are met. This is to comply with SSI 2002/114 Regulation (7) (e) Fitness of Managers. Timescale: Within three months of publication of this report.

What the service did to meet the requirement
The manager has submitted an application to register with the Scottish Social Services Council and is waiting for a certificate to be issued.

The requirement is: Met

The requirement
Requirement with reference to Theme 4, Statement 4: The provider should ensure that a certificate of insurance in respect of liability which may be incurred by the provider in relation to the care service in respect of death, injury, public liability, damager or other loss is in place. This is to comply with SSI 2002/114 Regulation (16), (2) - Financial position. Timescale: Immediate.

What the service did to meet the requirement
A satisfactory certificate of insurance is displayed in the service.

The requirement is: Met
What the service has done to meet any recommendations we made at our last inspection

Recommendation with reference to Theme 1 Statement 1:
The service provider should develop a participation strategy for carers and service users.
National Care Standards, Early Education and Childcare up to the age of 16, Standard 13, Improving the Service.

Outcome: Achieved.

Recommendation with reference to Theme 1 Statement 1:
The service provider should continue to develop methods to ensure that parents and families participate in assessing and improving the quality of care and support.
National Care Standards, Early Education and Childcare up to the age of 16, Standard 13, Improving the Service.

Outcome: Achieved.

Recommendation with reference to Theme 1 Statement 3:
The service provider should amend the Child Protection policy to include all the key information required by the National Care Standards.
National Care Standards, Early Education and Childcare up to the age of 16, Standard 3.2 Health and Wellbeing.

Outcome: Achieved.

Recommendation with reference to Theme 2 Statement 1:
The service provider should continue to develop methods to ensure that parents and families participate in assessing and improving the quality of the environment within the service. National Care Standards, Early Education and Childcare up to the age of 16, Standard 13, Improving the Service.

Outcome: Achieved.

Recommendation with reference to Theme 3 Statement 1:
The service provider should continue to develop methods to ensure that parents and families participate in assessing and improving the quality of staffing in the service. National Care Standards, Early Education and Childcare up to the age of 16, Standard 13, Improving the Service.

Outcome: The service provider has sought views from parents and plans to consult with children.
A recommendation has been recorded in relation to this in the report.

Recommendation with reference to Theme 3 Statement 2:
The medical proforma should now be up-dated in order to provide more detail of the physical and mental health status of potential staff.
National Care Standard. Early Education and Childcare up to the age of 16: Standard 12 Confidence in Staff.

Outcome: Achieved.

Recommendation with reference to Theme 3, Statement 3:
The provider should ensure that staff have access to regular training opportunities within their roles in the service.
National Care Standard. Early Education and Childcare up to the age of 16: Standard 12 Confidence in Staff.

Outcome: This recommendation has not yet been achieved. A recommendation has been recorded in relation to this in the report.

Recommendation with reference to Theme 4 Statement 1:
The service provider should continue to develop methods to ensure that parents and families participate in assessing and improving the quality of management and leadership of the service. National Care Standards, Early Education and Childcare up to the age of 16, Standard 13, Improving the Service.

Outcome: This recommendation has not yet been achieved. A recommendation has been recorded in relation to this in the report.

Recommendation with reference to Theme 4 Statement 2:
The service provider should ensure that staff are involved in evaluation processes and have clear plans for maintaining and improving the service.
National Care Standards, Early Education and Childcare up to the age of 16, Standard 13, Improving the Service.

Outcome: This recommendation has not yet been achieved. A recommendation has been recorded in relation to this in the report.

Recommendation with reference to Theme 4 Statement 3:
A system where all staff have a specific responsibility within the service should be considered by management. National Care Standard. Early Education and Childcare up to the age of 16, Standard 14.4 Well managed service.

Outcome: Achieved.

Recommendation with reference to Theme 4 Statement 4:
The provider should ensure that a quality assurance system with clear plans for maintaining and improving the service is implemented. National Care Standards, Early Education and Childcare up to the age of 16, Standard 13, Improving the service.

Outcome: This recommendation has not yet been achieved. A recommendation has been recorded in relation to this in the report.

Recommendation with reference to Theme 4 Statement 4:
The provider should ensure that an action plan to take account of any requirements and recommendations from regulatory activity is submitted to the Care Commission. National Care Standards, Early Education and Childcare up to the age of 16, Standard 14, Well managed service.

Outcome: Achieved.
The annual return

Every year all care services must complete an 'annual return' form to make sure the information we hold is up to date. We also use annual returns to decide how we will inspect the service.

**Annual Return Received:** Yes - Electronic

Comments on Self Assessment

Every year all care services must complete a 'self assessment' form telling us how their service is performing. We check to make sure this assessment is accurate.

A self-assessment was not submitted by the provider.

Taking the views of people using the care service into account

Children were found to be happy and confident within the care of the staff team. Children appeared to have developed positive relationships with their peers and staff.

Taking carers' views into account

Five care standards questionnaires were returned by parents to the Care Inspectorate prior to the inspection.

Parents were very happy overall with the quality of service provided. They commented very positively on staff in the service and the summer holiday club.

Comments included:

"Staff are approachable and willing to chat about any concerns I may have. They also tell me about the "good" things my child has done - not just bad. My child is happy to go to aftercare. In fact it is more of a challenge to get them to leave!"

"My child is very happy at the aftercare. They have made lots of friends from different schools. The holiday club is fab, great days out - good value for money, my child gets to pick where they go".

"My son is happy confident boy at his after school care. The staff are always helpful, friendly".
3 The inspection

We looked at how the service performs against the following quality themes and statements. Here are the details of what we found.

**Quality Theme 1: Quality of Care and Support**
Overall grade awarded for this theme: 4 - Good

**Statement 1**
We ensure that service users and carers participate in assessing and improving the quality of the care and support provided by the service.

**Service strengths**
We found that the service performance in the areas covered by this statement is good. We concluded this after we:
- spoke with the director, manager and staff,
- looked at relevant documentation,
- observed children’s experience.

The service involved children and parents and asked for their views in several ways. These included:

*Participation Policy*  
*Seeking parent’s and children’s views through questionnaires*  
*Seeking parents’ views and suggestions via the service newsletter*  
*Using information obtained from parents and children to shape provision*  
*Providing the opportunity for parents to suggest improvements*  
*Notice board*  
*Supporting the children’s council in consulting with children.*

Daily verbal feedback was provided to parents about children’s progress and behaviour.

Children could express their views by completing questionnaires. The children’s council had consulted on resources. Children attending the summer holiday club met with staff to choose and decide on trips and outings. They then provided feedback by completing questionnaires about the summer activities and outings. Staff recorded this information as a record of the summer plan for future use. Parents were given written information about each day’s activities and risk assessments for each trip.
A new parents and child suggestions box was available.

Children and parents participated in a baking day during the school holidays and donated money to charity. Very positive feedback was recorded about this.

**Areas for improvement**
The service provider should continue to maintain good practice and should continue to develop methods to ensure that parents and families participate in assessing and improving the quality of care and support.

**Grade awarded for this statement:** 4 - Good

**Number of requirements:** 0

**Number of recommendations:** 0
Statement 3
We ensure that service user’s health and wellbeing needs are met.

Service strengths
The following element of this statement was considered during this inspection: Child Protection
We found that the service performance in relation to the above element is adequate. We concluded this after we:
- spoke with the director, manager and staff,
- looked at relevant documentation,
- observed children’s experience.

The Child Protection Policy had been updated and included all of the key information required by the National Care Standards.

Staff were aware of the policy and demonstrated an understanding of this.

Areas for improvement
The service provider should continue to maintain good practice.

Grade awarded for this statement: 4 - Good

Number of requirements: 0
Number of recommendations: 0
Quality Theme 2: Quality of Environment

Grade awarded for this theme: 4 - Good

**Statement 1**
We ensure that service users and carers participate in assessing and improving the quality of the environment within the service.

**Service strengths**
We found that the service performance in the areas covered by this statement is good. We concluded this after we:
- spoke with the director, manager and staff,
- looked at relevant documentation,
- observed children’s experience.

The service involved children and parents and asked for their views in several ways as detailed in quality statement 1.1.
In addition children were consulted about displays of art work and the layout of the gym hall.
There was a children’s eco committee supported by staff. There was also a parent representative on the committee. Children had created a very informative and artistic eco display.
Children were litter picking in the school grounds and recycling.

The summer holiday club itinerary was shared with parents. On occasion the service changed the itinerary based on feedback from parents to meet children’s needs.

**Areas for improvement**
The service provider should continue to maintain good practice and should continue to develop methods to ensure that parents and families participate in assessing and improving the quality of the environment.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 0
Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 3 - Adequate

Statement 1
We ensure that service users and carers participate in assessing and improving the quality of staffing in the service.

Service strengths
We found that the service performance in the areas covered by this statement is adequate. We concluded this after we:

- spoke with the director, manager and staff,
- looked at relevant documentation,
- observed children’s experience.

The service involved children and parents and asked for their views in several ways as detailed in quality statement 1.1.

In addition a small sample of policies relating to staff in the service were available for parents to read. The service had recently sent out letters to parents to seek their views on the review of the service recruitment procedure. This also asks for their comments on the qualities they believe staff members being recruited for the service should have.

Information about staff roles and responsibilities was displayed on the notice board.

Areas for improvement
The provider should further develop the methods by which children and parents can participate in assessing and improving the quality of staffing. (See recommendation).

Grade awarded for this statement: 3 - Adequate

Number of recommendations: 1

Number of requirements: 0

Recommendations
1. Recommendation with reference to Theme 3 Statement 1:

   The service provider should continue to develop methods to ensure that parents and families participate in assessing and improving the quality of staffing in the service.
National Care Standards, Early Education and Childcare up to the age of 16, Standard 13, Improving the Service.
Statement 2
We are confident that our staff have been recruited, and inducted, in a safe and robust manner to protect service users and staff.

Service strengths
We found that the service performance in the areas covered by this statement was good. We concluded this after we:

looked at progress made on the requirement and recommendation made at the previous inspection.

There was evidence to show that the manager had submitted an application to register with the Scottish Social Services Council and was waiting for the certificate to be issued.

The service had developed a health declaration and letter for staff to sign to confirm their fitness to work. This included information about the physical and mental status of potential staff.

Areas for improvement
The service provider should consider reviewing the health declaration with staff members on an annual basis as a matter of good practice.

Grade awarded for this statement: 4 - Good
Number of requirements: 0
Number of recommendations: 0
Statement 3
We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice.

Service strengths
We found that the service performance in the areas covered by this statement is adequate. We concluded this after we:
- spoke with the director, manager and staff.

There were relevant policies in place eg. recruitment, whistleblowing.
Staff described how they used their training and experience of working with children who they knew well to provide positive outcomes for these children in the service. They were observed to provide continuity of care for children and related well to parents.
Certificates of training were kept in individual staff files.
There was a system of staff supervision in place.
Staff were aware of the National Care Standards and legislation. They were familiar with the Scottish Social Services Council code of practice.

Areas for improvement
Staff did not have access to regular training opportunities organised by the provider.
(See recommendation).

Grade awarded for this statement: 3 - Adequate

Number of requirements: 0
Number of recommendations: 1

Recommendations
1. Recommendation with reference to Theme 3, Statement 3:
The provider should ensure that staff have access to regular training opportunities within their roles in the service.
National Care Standard. Early Education and Childcare up to the age of 16: Standard 12 Confidence in Staff.
Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 3 - Adequate

Statement 1
We ensure that service users and carers participate in assessing and improving the quality of the management and leadership of the service.

Service strengths
We found that the service performance covered by this statement was adequate. We concluded this after we:

- spoke with the director, manager and staff
- looked at the ways in which the service gathers children’s and parents’ views on the quality of the management and leadership of the service

The service involved children and parents and asked for their views in several ways as detailed in quality statement 1.1. Service policies and procedures were available for parents to view. This included the aims and objectives of the service and complaints procedure.

Letters and the National Care Standards had recently been sent out to parents to seek their views and comments on management and leadership.

Areas for improvement
Opportunities for children to provide formal feedback on management and leadership were limited. (See recommendation).

Grade awarded for this statement: 3 - Adequate

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. Recommendation with reference to Theme 4 Statement 1:
   The service provider should continue to develop methods to ensure that parents and families participate in assessing and improving the quality of management and leadership of the service.
   National Care Standards, Early Education and Childcare up to the age of 16, Standard 13, Improving the Service.
Statement 2
We involve our workforce in determining the direction and future objectives of the service.

Service strengths
We found that the service performance in the areas covered by this statement is adequate. We concluded this after we:

* spoke with the director, manager and staff
* examined the responses parents had made in the questionnaires returned to us
* looked at the methods used to gain staff views on the operation and management of the service.

The provider ensured staff were supported in their work by a framework of guidance including:
Aims and Objectives
Service policies and procedures.

Staff were involved in evaluation and discussion of their work taking account of national guidance including National Care Standards.

Staff could express their views and participate in decision making during staff meetings.
There was a system of support and supervision for staff.
Staff confirmed that relationships between staff and management were strong and that they were supported in their work.

Areas for improvement
The system in place to identify staff training needs was informal. This should be further developed and formalised.
The service improvement plan was not yet completed. (See recommendation).

Grade awarded for this statement: 3 - Adequate
Number of requirements: 0
Number of recommendations: 1

Recommendations
1. Recommendation with reference to Theme 4 Statement 2:

   The service provider should ensure that staff are involved in evaluation processes and have clear plans for maintaining and improving the service. National Care Standards, Early Education and Childcare up to the age of 16, Standard 13, Improving the Service.
Statement 3
To encourage good quality care, we promote leadership values throughout the workforce.

Service strengths
We found that the service performance covered by this statement was good. We concluded this after we:

- spoke with the director, manager and staff
- looked at relevant documentation
- looked at the responses in the Care Standards questionnaires returned to us.

The manager ensured staff were supported in their work by a framework of guidance including:

- aims and objectives,
- service policies and procedures.

Staff confirmed that relationships between staff and management were good and that they were supported in their work.

Regular staff meetings provided opportunities for discussion and consultation, staff were encouraged to share their ideas and their views and comments were valued.

Appraisal meetings took place between manager and staff. Staff had opportunities to identify personal strengths and areas for development related to their individual performance.

The provider had begun to encourage staff to complete their own planning and identify resources.

Staff had specific responsibilities within the service eg. child protection officer, first aider, eco committee, risk assessments, health and safety.

Areas for improvement
The service provider should continue to maintain good practice.

Grade awarded for this statement: 4 - Good
Number of requirements: 0
Number of recommendations: 0
Statement 4
We use quality assurance systems and processes which involve service users, carers, staff and stakeholders to assess the quality of service we provide.

Service strengths
We found that the service performance covered by this statement was adequate. We concluded this after we:

- spoke with the director, manager and staff.

The service had a complaints procedure. Parents and children were able to provide views on some aspects of the service. The provider submitted an action plan following the service inspection.

Areas for improvement
The service provider did not submit a self-assessment prior to the inspection taking place. There was no formal quality assurance system in place. (See recommendation).

Grade awarded for this statement: 3 - Adequate

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. Recommendation with reference to Theme 4 Statement 4:
   The provider should ensure that a quality assurance system with clear plans for maintaining and improving the service is implemented.
   National Care Standards, Early Education and Childcare up to the age of 16, Standard 13, Improving the service.
4 Other information

Complaints
No complaints have been upheld, or partially upheld, since the last inspection.

Enforcements
We have taken no enforcement action against this care service since the last inspection.

Additional Information
N/A

Action Plan
Failure to submit an appropriate action plan within the required timescale, including any agreed extension, where requirements and recommendations have been made, will result in SCSWIS re- grading the Quality Statement within the Management and Leadership Theme as unsatisfactory (1). This will result in the Quality Theme for Management and Leadership being re-graded as Unsatisfactory (1).
# 5 Summary of grades

## Quality of Care and Support - 4 - Good

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<th>Grade</th>
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## Quality of Environment - 4 - Good

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<td>4 - Good</td>
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## Quality of Staffing - 3 - Adequate

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## Quality of Management and Leadership - 3 - Adequate

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## Inspection and grading history

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<th>Type</th>
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All inspections and grades before 1 April 2011 are those reported by the former regulator of care services, the Care Commission.
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