

# Williamsburgh Out Of School Care Day Care of Children

Williamsburgh Primary School  
Lacy Street  
Paisley  
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Telephone: 0141 889 2585

Type of inspection: Unannounced  
Inspection completed on: 18 November 2016

**Service provided by:**  
Petra Nichols

**Service provider number:**  
SP2004937244

**Care service number:**  
CS2003004877

## About the service

Williamsburgh Out of School Care registered with the Care Inspectorate in April 2011. It provides a breakfast, after school and holiday care service to a maximum of 40 children attending primary school up to and including young people aged 14 years. The service is provided to pupils attending Williamsburgh Primary School in Paisley and operates from the school dining hall and gym hall. The service states that it aims "to provide a happy, warm, welcoming, safe and stimulating environment where children can participate in activities which are both educational and recreational."

The provider/manager also operates Steel Rings Children's Centre which is another out of school care service within Paisley.

## What people told us

There were twenty-six children present on the first day of inspection and eighteen on the second day. We observed children fully engaged in their play and having fun with their friends in the dining hall and gym. We chatted to some of the children about how they spent their time at the club and 9 agreed to fill in a questionnaire for us about the quality of the service.

Reasons for enjoying the service included:

- "Because I'm with my friends." (age 11)
- "Because it is fun and very good." (age 8)
- "It is so fun here. I want to play with all the toys." (age 7)

Other comments about staff were:

- "They are helpful." (age 8)
- "They teach us how to do things." (age 8)
- "They always listen." (age 11)

All of the children confirmed that they got to help make decisions about the service and none of them came up with suggestions for making changes to the service.

We issued twenty questionnaires for parents and carers, 5 were completed and returned before the inspection. During the inspection we spoke with an additional 4 parents and carers. Feedback was very positive. All 'strongly agreed' they were happy with the overall service provided by staff and management. Comments included the following:

"Staff are friendly and approachable. My child really enjoys aftercare and looks forward to attending it."

"The staff are very knowledgeable about individual children. They ask children and parents for ideas about games and summer holiday activities."

"The feedback I get from my child is very positive. The staff are approachable and they have an effective key worker system for keeping you informed about everything - even your child's moods."

## Self assessment

The Care Inspectorate received a fully completed self-assessment from the provider.

The provider identified what it thought the service did well and gave examples of a wide range of improvements including: developing staff knowledge of planned changes of the National Care Standards; promoting children's awareness of their rights; developing quality assurance monitoring systems. The self-assessment clearly identified some key areas that the provider believed can be improved and showed how the service intended to do this. The provider told us how the people who used the care service had taken part in the self-assessment process and how their feedback directed the development of their plans for improving the service.

## From this inspection we graded this service as:

<b>Quality of care and support</b>	5 - Very Good
<b>Quality of environment</b>	not assessed
<b>Quality of staffing</b>	5 - Very Good
<b>Quality of management and leadership</b>	not assessed

## What the service does well

The service was very good at supporting children's leadership of play to support positive outcomes. Staff supported children in making choices about their own play and activities by for example: providing opportunities for role play; encouraging children to create their own rules for games; establishing a children's committee to decide on fundraising activities; recording their suggestions for activities within a weekly planner. Children were scheduled opportunities to recognise their achievements for example, when reflecting on personal plans with keyworkers and parents. These approaches encouraged children to learn new skills and promoted confidence and self-esteem.

Staff demonstrated a very good understanding of the policies and procedures in place to ensure care and welfare of children including children protection. All staff received regular professional learning in safeguarding and told us they were confident in dealing with child protection concerns. The manager was aware of her need to undertake enhanced child protection training to support her role as child protection co-ordinator, ensuring continued safeguarding of children within the centre.

The service followed clear procedures to ensure safe recruitment of new staff. The checking of the Scottish Social Services Council (SSSC) register was included as part of the recruitment process. Personal references and Protection of Vulnerable Group (PVG) checks had been completed for successful applicants. This contributed to children being cared for by staff who were suitably qualified and fit for the role in which they were working. We spoke to some recently recruited staff and they told us about the positive experience they had while being recruited and inducted. They also told us about the core training that they were required to attend as part of their employment within the service.

The staff team were very good at responding to feedback from children and parents to support continuous improvement and promote positive outcome for children. Parents had regular opportunities to support improvement by participating in a range of informal and formal activities. This included daily discussions with staff and providing written feedback in quality assurance questionnaires. This supported everyone involved with the centre's community to develop a shared understanding of its strengths and improvement needs.

## What the service could do better

The service should maintain the strong learning culture within the team. This was demonstrated through a wide range of development opportunities including mentoring, peer learning, constructive feedback, leadership initiatives and professional dialogue with the manager. Staff should reflect on how quality assurance approaches and outcomes for children could be further improved through professional learning related to their shared undertaking of the Achieving Quality Scotland Award. This award is designed to help out of school care services in Scotland improve their practice and ultimately give children and young people within their care, the best possible opportunities in terms of play, care and informal learning. This will continue to strengthen the overall capacity of the team to improve the service.

We found that children's personal plans were kept in a locked cupboard. This restricted opportunities for children to spontaneously take responsibility for recording information about their day-to-day achievements in play. The provider should develop a system whereby barriers to the access of personal plans by children and parents are minimised. This system should be more open, flexible and responsive in promoting children's sense of ownership of play experiences. This will increase opportunities for shared reflections on children's progress with parents, carers and staff.

While safer recruitment records were generally well maintained, we noted some inconsistencies in staff personal files. The service should review the arrangements in place for monitoring and storing information about the recruitment of staff so that they include a letter of appointment and contract recording the start date and position held for all staff. We signposted the provider to Care Inspectorate good practice guidance 'Safer Recruitment Through Better Recruitment'. This is intended to help employers meet existing legislative and regulatory requirements in relation to the safer recruitment and selection of people who work with individuals who receive support and care from social services in Scotland.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

## Complaints

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

## Inspection and grading history

Date	Type	Gradings	
20 Aug 2013	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 4 - Good
7 Jun 2011	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good Not assessed Not assessed
23 Feb 2010	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 4 - Good

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