

TRACC Out of School Club Day Care of Children

Tain Royal Academy Community Complex
Hartfield Road
Tain
IV19 1DX

Telephone: 01862 89 3767

Type of inspection: Unannounced
Inspection completed on: 15 June 2017

Service provided by:
CALA Out of School Care

Service provider number:
SP2010011111

Care service number:
CS2010271650

About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.com

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

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. Getting it right for every child 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 Getting it right for every child. 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.

TRACC Out of School Club is registered to provide a care service to a maximum of 30 children aged from four years six months to 14 years.

The service is provided by CALA Out of School Care and is managed by a peripatetic manager, with a senior play worker being involved in the day to day running of the service.

The club provides out of school care and is open Monday to Friday 2.30pm to 5:30pm during term time.

TRACC Out of School Club was located within the Community Complex of Tain Royal Academy in Tain, Ross-shire. The premises consisted of a large activity room with separate kitchen and storage area with its own toilet facilities. The Out of School Club also had regular use of the games hall, the lecture theatre and nearby playing fields.

What people told us

The children present were all observed to be very happy and relaxed in the care of the staff. There was a very good rapport between all the children and the staff. The children took part in a lively discussion telling us why they enjoyed coming to the club. The children all felt very involved in planning and deciding what to do.

During the inspection we spoke with three parents and nine parents and carers gave us feedback through our questionnaires. They were all extremely positive in their comments about the quality of the service provided and the staff. They were also very happy with the range of activities on offer.

Comments made included:

'TRACC afterschool club provide an excellent service. Children have lots of exciting activities and have a say in the planning.'

'Staff are so caring and seem to know the children very well.'

'An invaluable service.'

'The staff are excellent and our girls love it.'

'Wish I had know about the service sooner.'

'We have been hugely impressed with the service provided by TRACC.'

'I could not be happier with the care my children receive at TRACC.'

'The staff are wonderful - a real asset!'

'My son loves the staff and has developed a strong relationship with the other kids that attend.'

'I don't know where I would be without it.'

'Love it.'

'Staff are brilliant.'

'Both myself and my daughter are delighted with the care and attention she receives.'

'The staff are amazing and my daughter enjoys her time at after school club.'

'All our expectations are fulfilled : reliable, safe, clean, fun, kind staff.'

'A highly recommended service. Well done!'

Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at their own improvement plan and quality assurance systems. These demonstrated the services priorities for development, detailing how they were monitoring the quality of the provision within the service, and a clear schedule for improvements.

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	not assessed
Quality of management and leadership	not assessed

What the service does well

At this inspection, we looked at how the service encouraged children to develop a healthy lifestyle and the opportunities for outdoor play and learning. Connected to this we looked at the outdoor facilities and promoting risk in play. We found that the out of school club was providing a very good service to the children.

The service provided the children with somewhere for them to relax after being at school all day. When they arrived they were able to sit together and have a snack while talking about their day at school and other news they might have. The children were fully involved in deciding the snack menu for the week. They could choose from a list of snacks which took account of current nutritional guidance as well as any allergies or dietary needs children attending might have. We observed a very lively and enthusiastic snack time. The children spoke to us about the benefits of eating a healthy snack. The children were also able to tell us about how they had made specific rules about no nuts to be taken into the service as they were very aware of one of their friends having a severe allergy. Staff explained that a parent was coming into the club to speak to the children about allergies and what they could do to help children with particular allergies to be safe.

As well as offering the children the opportunity to take part in a range of physical activities and sports, the staff also supported children to attend other afterschool activities including football, swimming and 'Little Dragons'.

Being outdoors was very popular with both the children and the staff. We were told about how the children and the staff had been working hard to get their own eco garden. The children had done drawings of what they would like to see in the garden and they had created a mind map. During the inspection the children spoke to us about making scarecrows and bug hotels for the garden. They were all very positive about the garden and the benefits of having it. The children were also directly involved in requesting a bench with pots for planting at the entrance to the school. They wrote their own letter to the head teacher explaining that they would like to make the place more attractive and welcoming. They said that they would water and take care of the plants. The letter was signed by all the children.

The staff fully recognised the importance of risk and challenge in children's outdoor play. They had previously attended risk in play training. As a consequence, the children were being offered greater opportunity to take part in activities which involved challenge, learning about risk and taking responsibility for their own safety and that of others. The role of the staff was more to supervise and offer support when required. For example, the children were fully involved in an activity to make bird boxes for their new eco garden. The children were very animated and enthusiastic as they told us about going to the academy wood work room. They described using various tools and equipment, including laser cutter and band saw, to cut the wood, sand it and then fix the pieces together. They had put together a newsletter of the activity which included a range of photographs.

The children had previously wanted to get involved in the local community gala by having their own float. The children had been fully involved in planning for this activity, designing their float and putting together a full risk assessment. Unfortunately it was not possible to proceed with this as a result of the cost of insurance which was very disappointing for the children.

What the service could do better

The staff were all very enthusiastic and committed to the on-going development of the service. They actively welcomed feedback and suggestions as to how they might improve. The children were very much involved in the running of the service and deciding what they would like to do.

We discussed with the service how they were proposing to continue to develop their eco garden. During feedback, we discussed with the staff how they could access various guidance, articles and examples of best practice on-line.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Inspection and grading history

Date	Type	Gradings	
2 Jul 2014	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
2 Aug 2011	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	Not assessed

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