

## Time Out Club, Milngavie Day Care of Children

Community Education Centre  
Allander Road  
Milngavie  
Glasgow  
G62 8PN

Telephone: 0141 563 9573

**Type of inspection:**

Unannounced

**Completed on:**

20 December 2019

**Service provided by:**

Time-Out Club

**Service provider number:**

SP2003000769

**Service no:**

CS2003003784

## About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services can be found 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.

Time Out Club, Milngavie is situated in the Milngavie Community Centre in the Milngavie area of East Dunbartonshire. The service's registration certificate states that it is currently registered to provide:

- a care service to a maximum of 60 children attending primary school up to the age of 14 years, Monday to Thursday from 3pm to 6pm, during term time.
- a care service to a maximum of 40 children attending primary school up to age of 14 years, Friday during term time and during school holidays.
- a care service to a maximum of: 24 children attending primary school up to age of 14 years, Monday to Friday from 8am to 9am during term time from The Bistro, Milngavie Primary School, Hillhead Street, Milngavie, G62 8AG. The service will have sole use of this area.

The provider is Time Out Club, a parent run voluntary group, which also operates three other out of school care services within East Dunbartonshire.

Time Out Club, Milngavie aims to: "provide a balanced range of activities for children which takes into account children's suggestions, opinions, developmental needs, ages and attendance pattern."

We check services are meeting the principles of Getting it right for every child (also known as GIRFEC). This is 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 parent(s) 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

We visited the service over two afternoons - Tuesday 10 December 2019 when 41 children attended the service and Wednesday 11 December 2019 when 32 children attended the service. We watched the children laugh, chat and have fun as they played and took part in a wide range of activities indoors and outdoors. We talked with the children and found that they liked coming to the service. They liked taking part in the club activities and they liked the staff. The children said they enjoyed playing with their friends, going to the gym and playing outdoors. Comments included:

"I like going to the gym, playing with my friends and playing football. Sometimes we go to the woods and play games. Staff are nice. If we fall over they help us. I fall over quite a lot. I like Lego. Happy."

"I would like to go outside with the torches. I haven't done it. Will do it the next time. I like Lego. Staff and nice; I like XXX [staff member] best."

"I like to skip and play tig. And tig in the woods."

"I like playing with the hula hoops and with my friends."

"I like playing on Nintendo Switch. I like the snacks. I had apple and orange. Go to the gym, enjoy the football. Go to the woods and have adventures with XXXX [staff member] and finding stuff to make."

"I like football and Lego and Nintendo sports. When it's a sunny day we go out. Don't tend to go out if it's not sunny. Get to play with the torches outside. Staff friendly and nice to play with. Very, very happy."

"I like to go to the woods; play hide and seek ... Like the senior room as it is quieter. Would like breadsticks and dip for snack."

We spoke with four parents during the inspection. We issued 20 care standards questionnaires for parents to complete. Nine were returned to us. The questionnaires confirmed that seven parents strongly agreed and two agreed that they were overall happy with the quality of care their child received.

"Great being in a community centre. Lots of exploring in the woods. Really nice staff ... Really nice atmosphere for kids and nice programme of activities ..."

"Both my children have been very happy at Time Out and I have been confident that they have been well looked after."

"Overall I am extremely happy with Time Out Club, Milngavie. My daughter is happy and settled and enjoys the range of activities that are on offer. She gets on well with all the staff too."

"We are very happy with the care provided at Time Out Club, Milngavie. We value the outdoor space for play, the gym hall and the table space for activities."

"Time Out Club provides an excellent service. I am confident and happy that they are looking after my children safely and meeting their individual needs. I am always astounded by the diverse programme of activities provided, especially during the holidays. Their innovative use of outdoor space is to be commended. The staff have supported not just the children but our whole family."

"The Time Out staff are doing an excellent job, overall."

"Our son has thoroughly enjoyed his time so far at the Time Out Club and has lots to stimulate him, including playing with other children."

"We are very happy with the quality of care at Time Out Club in Milngavie. The recently added male member of staff has been a big success with the older boys."

"Happy, staff seem good. It's a great service."

"It's great, kids love it. They go to the breakfast and after school club ... Staff firm and fair. Know they are well looked after. Very happy, great for kids."

"Great facility; nice wooded area for games and nature ... Staff are very approachable ... Emails about staff changes. Breakfast club allows me to go to work. Very happy."

We have included further comments and views from parents and children using the service within the report.

## Self assessment

We did not ask the provider to complete a self assessment prior to the inspection. We looked at the service's development plan. This showed their priorities for developing the service. And how they had used feedback and ideas from the children, parents and staff to help them develop and improve the service.

## 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 considered aspects of care and support and the environment.

The staff team had a good understanding of the importance of safeguarding children. Child protection procedures which included a designated child protection officer were in place. Staff received regular child protection training to help them keep children safe and protect them from harm. This approach ensured that children were valued, safe and secure.

Children received care and support from staff who were warm, caring and compassionate. Staff provided care which recognised and supported the individual needs of children and their families. The service held information for each child who attended the Time Out Club. This helped form the child's personal plan. The management and staff team knew the children well. Effective systems were in place to monitor and care for children who required additional support or had medical needs. Medication was stored, recorded and administered safely.

A parent commented: "Very pleased with it. Nice settling in; introduced to one of the workers. They really wanted to get to know XXX [child]. Lots of choice for the kids. Staff are lovely. Very positive experience. Very happy."

Staff and children had built warm and caring relationships with each other. Children were cared for in an environment where staff listened to them and treated them with respect, dignity and thoughtfulness. We observed that the children were relaxed, happy and had fun as they played, laughed and chatted with friends and took part in a range of activities, indoors and outdoors, that interested and challenged them.

Children were encouraged to make decisions about their day-to-day experiences. For example, choosing the games they wanted to play while at the gym; doctor dodge and ice cream tig. They also played with hoops, balls and bats. They were very good at considering each other and following the team rules. Children made up their own games and played really well together. They enjoyed using torches to explore outside in the dark, playing tig and having the freedom to run around in the fresh air. Systems were in place to allow children to do this safely. This approach helped the children to enjoy their play, become more independent and consider how to keep safe and judge and manage risk.

A child told us: "I like doctor dodgeball. I like playing with the dolls. We got new dolls after the summer. I like to play ice cream [tig game]. I would like to go out more to the woods. Staff are kind. Very happy."

## What the service could do better

The manager agreed to look at how the snacks and water were set out to help improve the snack experience for children and involve them more in the activity.

Staff were very good at encouraging children to make decisions about their play experiences. However, some of the children told us that they would like to play outdoors more. We discussed this with the manager and supervisor, and they agreed to look at how they could support the children to help them achieve this.

## 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](http://www.careinspectorate.com)

## 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

There are no outstanding recommendations.

## Inspection and grading history

Date	Type	Gradings	
15 Dec 2016	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
17 Dec 2013	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
23 Aug 2013	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	3 - Adequate
26 Aug 2010	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
23 Mar 2009	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good

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