

# Towerbank After School Club Day Care of Children

Towerbank Primary School  
Figgate Bank  
Portobello  
Edinburgh  
EH15 1HX

Telephone: 07796 597 976

**Type of inspection:**  
Unannounced

**Completed on:**  
23 March 2026

**Service provided by:**  
Towerbank After School Club Limited

**Service provider number:**  
SP2011011392

**Service no:**  
CS2011280480

## About the service

Towerbank After School Club is provided by Towerbank After School Club Limited. The service operates from Towerbank Primary School in the Portobello area of Edinburgh. The service is registered to provide a care service for a maximum of 80 children at any one time of primary school age.

The service have access to office/kitchen space, a music room, downstairs hall, a room in a separate building within the school grounds, the gym hall, toilet facilities and use of the school playground. There are also local amenities, transport links and spaces to access outdoor experiences nearby.

The service operates a breakfast club from 8:00 until 09:00, after school care from 15:10 until 17:45 Monday to Thursday and 12:20 until 17:30 on Fridays. The service also provides a holiday club for the October, February, Easter and Summer breaks from 08:45 until 5:45 Monday to Friday with full and half day places offered.

## About the inspection

This was an unannounced inspection which took place on 18, 19 and 20 March 2026 between 12:00 and 18:00. The inspection was carried out by one inspector from the Care Inspectorate.

To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration information, information submitted by the service and intelligence gathered since the last inspection.

As part of this inspection we undertook a focus area. We have gathered specific information to help us understand more about how services support children's safety, wellbeing and engagement in their play and learning. This included reviewing the following aspects:

- staff deployment
- safety of the physical environment, indoors and outdoors
- the quality of personal plans and how well children's needs are being met
- children's engagement with the experiences provided in their setting
- This information will be anonymised and analysed to help inform our future work with services.

As part of our inspections, we assess core assurances. Core assurances are checks we make to ensure that children are safe, the physical environment is well-maintained and that a service is operating legally. At the time of this inspection, improvements were identified relating to core assurances. We have reported where improvements are necessary throughout the report.

In making our evaluations of the service we:

- spoke with children using the service and their families
- reviewed feedback gathered in our questionnaires from families and the staff team
- spoke with staff and management
- observed practice and daily life
- reviewed documents.

## Key messages

- The actions taken since the last inspection had addressed the requirement and most of the areas for improvement made at previous inspections.
- Children were having fun as they were busy and engaged in play in and outdoors.
- Children had positive relationships with the staff team who were kind and caring in their approaches.
- The safety of the service had been improved through a new security system which meant that members of the public could not enter the premises unannounced.
- Daily evaluations had been introduced which supported staff to develop the quality of play offered to children.
- Monitoring of staff practice and training had built staff confidence and improved the quality of experiences being offered.
- Further quality assurance around personal planning including medication records is needed to ensure children's safety in the service.

## From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

Leadership	4 - Good
Children thrive and develop in quality spaces	4 - Good
Children play and learn	4 - Good
Children are supported to achieve	3 - Satisfactory / Adequate

Further details on the particular areas inspected are provided at the end of this report.

## Leadership 4 - Good

### Leadership and management of staff and resources

We evaluated this quality indicator as good, where there were important strengths within the setting's work and some aspects which could benefit from improvement.

There was a clear vision, values and aims which were shared with families through registration materials and the service website. Parents serving on the committee were involved in developing these. To further reflect the needs of people in the service, consideration of families not serving on the committee and children's views should be used, to continue to develop their vision, values and aims.

Delegated leadership opportunities had been developed since the last inspection. Staff shared that they identified areas for service development to work on. This had built staff confidence in developing the quality of play and care being offered. Monitoring of the areas being worked on and evaluating the progress will further support the development of the service.

Regular committee and team meetings promoted good communication in the service. Minutes showed a shared responsibility for evaluating and developing the service. Tracking of actions from previous meetings was helping to ensure progress.

Daily evaluations were supporting staff to consider the quality of experiences provided. Spreadsheets supported staff to identify actions to further develop the service. Further developing this to identify measures of success for identified improvements will support the development of an effective improvement plan. Consideration should also be given to broadening out the areas evaluated to drive further improvement in the service and how this information will be shared with families and children to help them be involved in developing the service.

The service had an active board who lead the service. The members who were directors on companies house are the legal providers of the service and must be notified to the Care Inspectorate in line with legislative responsibilities. The board should continue to develop resources for the future members, considering induction resources and manuals to build capacity and ensure consistency of support to the staff team and service from the board.

Staff recruitment was values based and followed national guidance to ensure that all staff were vetted appropriately before they started in the service. This helped to keep children safe.

All staff said they felt supported as they started in the service. One commented: "Our manager always provides an induction for new staff, who always work alongside experienced team members to ensure they feel supported. Although we do not have a formal mentoring system, the team is very friendly and we support one another whenever needed."

To further improve children's experiences the service should consider formal mentoring to support this process and continue to develop the induction in line with the national induction resources to evaluate staff competencies.

## Staff skills, knowledge, values and deployment

We evaluated this quality indicator as good, where there were important strengths within the setting's work and some aspects which could benefit from improvement.

Staff minutes and training plans showed that developing staff skills and knowledge had been a priority since that last inspection. This meant that many staff were now qualified and others were working towards recognised qualifications to support their development. The staff team were more confident talking about individual children's needs and planning for play. The service should continue to develop staff knowledge of national guidance to support them to facilitate high quality experiences in all areas. For example, developing the range of activities in outdoor space, intentional planning for individuals and tracking and developing the play types offered. The training plans should be considered as part of the quality assurance systems to measure the impact of training and support the service to identify gaps or areas which need more targeted support.

Regular staff meetings gave the team opportunities to reflect on their daily evaluations, discuss plans for individual children and plan as a team to develop the service.

Staff met with leaders regularly to discuss their progress in the service. The manager had developed benchmarking systems linked to the Scottish Social Services Council (SSSC) Codes of practice and national frameworks to further support staff development.

Staff rotas and deployment plans showed that less experienced staff were teamed up with qualified staff to support their development. This meant that children were enjoying a better range of experiences and support than at previous inspections. The service complied with their conditions of registration and had accessed funding for additional support for children who had identified needs. This meant that care was more consistent and planned for them, helping them to have positive experiences in the service. Staff were communicating well with each other to keep children safe throughout the sessions.

Agency staff were used at times to cover staff absences. The service recorded key details about staff who worked in the service. We shared how this could be further developed to include information about agency staff qualifications, skills and experiences to support effective planning for deployment. Considerations should also be given to recording how staff have been inducted into the service to keep children safe. For example, protection information, children's needs and expected roles and responsibilities.

## Children thrive and develop in quality spaces 4 - Good

### Children experience high quality spaces

We evaluated this quality indicator as good, where there were important strengths within the setting's work and some aspects which could benefit from improvement.

Since the last inspection new entry and exit systems had been put in place. This meant that people could no longer access the space without staff knowledge. Staff let parents in via a doorbell security system. There was also a new system for tracking where children were, helping staff to monitor who was in each area. This addressed the requirement made at the last inspection.

Children registered where they want to play using a magnetic name tag and white boards in each area, which helped staff to know where each child was throughout the session. This meant children could freely move around the service and play where they wanted. Tracking the number of children in each space, to ensure that children moved between areas successfully, could further improve their safety.

The space was welcoming. Any issues with the facilities were shared with the lease providers and tracked for action through meetings. This helped to keep the space inviting and safe.

The service used a variety of areas to provide children with a range of experiences. This included offering a quiet space with calm comfy resources which gave children opportunities to relax. Older children were also offered a separate space to develop age appropriate play experiences. Outdoor play was offered throughout the sessions. Children chose resources from a large container in the playground. Staff should further develop this to ensure that rich welcoming experiences are offered in the outdoor spaces. The wildlife garden was offered when staff numbers and children's needs allowed it giving opportunities to play in nature. The service used some resources in the local community for example providing football on astroturf nearby to extend the opportunities offered. The service planned to develop their use of the local beach to extend children's experiences in nature. The service should continue to monitor and develop the resources offered to ensure that these are inclusive and welcoming for all children.

Staff risk assessed areas and experiences and considered benefits to children where they wanted to participate in riskier activities. This meant that children were enjoying their experiences and were building new skills and confidence.

Staff followed good infection prevention and control practice for snack and mealtimes. Children were encouraged to wash their hands before meals. Staff should continue to develop the good practice by supporting handwashing after meals and playing outdoors in line with national guidance to keep children safe and healthy.

The girls toilets were clean and in good condition, however, the boys toilets smelled unpleasant. Action should be taken to support all children to consistently access respectful environments.

Children's information was stored confidentially in locked cupboards which staff could easily access. Online information was password protected. Children only accessed online resources through their school iPads which helped to keep them safe online.

## Children play and learn 4 - Good

### Playing, learning and developing

We evaluated this quality indicator as good, where there were important strengths within the setting's work and some aspects which could benefit from improvement.

Children were generally busy and engaged in play throughout the sessions. This was supported by children being able to choose where and what they wanted to play. Children chose to play in small groups, by themselves or in larger groups, helping them to build peer relationships.

Some activities were adult led and developed new skills like origami. Others had expected outcomes and limited children's creativity. In some areas loose parts and sensory play was being offered helping children to develop their own play. The service should continue to develop these areas and play opportunities to support children's creativity.

Staff recorded the experiences offered and how children had enjoyed them. They were at the early stages of monitoring of play to further develop it. Further developing this could support them to address gaps in provision and meet the individual needs of children.

Information about the benefits of high quality play and what to expect from the play offered was shared with families through online resources. This gave families opportunities to give informed feedback on the service provided.

Some staff were skilled at responding to children's cues for support. They were working well as a team and asking for support when needed. Children felt supported by staff and told us that they were 'nice' and that they 'helped them'. The kind, caring approaches meant children felt safe and we saw that they often invited staff into their play.

Child centred planning was at an early stage with staff highlighting the areas children were achieving in and flagging any areas for concern. This information was shared with families in children's personal plans. The service should now develop how they use this information and children's views to plan for experiences and skills development and how they will measure the impact. This will support children to develop new skills and have positive experiences.

## Children are supported to achieve 3 - Satisfactory / Adequate

We evaluated this heading as satisfactory/adequate where strengths just outweighed the weaknesses.

### Nurturing care and support

We evaluated this quality indicator as satisfactory/adequate where strengths just outweighed the weaknesses.

Staff had built positive relationships with children and families helping them to provide quality experiences for them. Children experienced warm, kind, caring interactions from staff which helped them to feel valued and respected. Children were confident in the space choosing to play where they wanted to, by themselves or in groups.

For some children, the transition from school to the club was challenging. Staff welcomed school staff into the space to support effective transitions for children who benefitted from a more gradual transition.

The service had developed some cosy spaces and some quiet spaces for children to support them to find space to be calm and by themselves if they wished. This could be further developed for children who prefer to play outside.

Some of the children we spoke with told us there were no rules for the club. More could be done to develop children's awareness of the code of conduct for the club to support them to feel success in choosing positive behaviours.

Children's dietary requirements were considered and shared well with the staff team helping to keep children safe. Children told us they enjoyed the snacks. More could be done to ensure that these are always healthy choices supporting wellbeing. For example, encouraging children to eat more fruit and vegetables. Children could be offered more opportunities to be involved in the preparation of snack to build skills development. Staff should continue to monitor children closely to keep them safe during snack and mealtimes. For example, ensuring that children are sitting while eating.

Staff knew which children needed medication as there were overviews, helping to keep children safe. However, not all permission to administer medication records were well recorded or reviewed in line with best practice guidance. This meant that some medications were out of date and instructions for when to administer were not always clear. This should be addressed to ensure children's safety. The area for improvement from a previous inspection is continued in this report (see area for improvement 5 under 'What the service has done to meet any areas for improvement we made at or since the last inspection').

Families told us "Staff are always friendly and welcoming when I come in. They regularly talk to me about my child and how they're doing." All families said they have a positive relationship with the staff working with their child. Some families had opportunities to chat with staff at collection time supporting relationship building. Parents also email or text updates to staff to support consistency of care, which were checked by staff at the start of the session.

Where children had a diagnosis of identified needs personal plans had been developed which shared individual strategies of support. Where there were child planning meetings strategies were reviewed as part of those meetings. The service had developed generic strategies of support for the whole group which helped to shape staff practice with children. More could be done to support individual children with strategies of support planned on an individual basis. The service had started to develop this as part of their daily evaluations. Including the child's voice and parents' views would strengthen individual planning for children. The service should continue to review how they will assess the effectiveness of any planned strategies for all children. Most personal plans had been reviewed in line with legislative responsibilities. Planned changes to reviews should help to ensure that this happens for all children. The area for improvement from a previous inspection is continued in this report (see area for improvement 5 under 'What the service has done to meet any areas for improvement we made at or since the last inspection').

## **Safeguarding and child protection**

We evaluated this quality indicator as satisfactory/adequate where strengths just outweighed the weaknesses.

All staff had been supported to access Child Protection training. Staff told us this had helped them to identify and report concerns. One staff member commented "My child protection training has strengthened my awareness of safeguarding responsibilities and the importance of ongoing observation".

We saw that staff were attentive to children in their care and were making notes about any areas of concern which was supporting them to keep children safe. More could be done to record patterns where concerns are identified. For example, recording incidents of behaviours where a concern has been identified.

We reviewed the Care and Welfare folder and saw that appropriate concerns had been recorded. Some of these had been referred to lead agencies. It was not always clear what action had been taken for some concerns as the forms were not always fully completed. Where a referral had been made it was not always clear what actions had resulted from this. The service must now develop the records to show what actions have been taken and what the outcome has been. When a referral is made to a lead agency the service must always notify the regulator with a protection notification in line with their regulatory responsibilities. The area for improvement from a previous inspection is continued in this report (see area for improvement 6 under 'What the service has done to meet any areas for improvement we made at or since the last inspection').

The service should continue to develop their approaches to self-evaluation to inform the arrangements for recognising, responding to, recording and reporting concerns about children's wellbeing and safety. Additionally, formal monitoring of staff practice and continuing to develop staff confidence in whistleblowing would complement the recruitment and induction systems which help to keep children safe.

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

### Requirements

#### Requirement 1

By 30 May 2025, to keep children safe, the provider must demonstrate how they will keep children safe in the setting, which is open to the public. To do this, the provider must, as a minimum:

- a) develop risk assessments and practice which will ensure that members of the public do not have unsupervised access to the children
- b) develop risk assessments, security measures and practice to ensure that children cannot leave the service unsupervised
- c) review security measures to ensure that staff are alerted to members of the public accessing the areas of the building which they use.

This is to comply with Regulation 4(1)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'My environment is secure and safe' (HSCS 5.19) and 'I am protected from harm, neglect, abuse, bullying and exploitation by people who have a clear understanding of their responsibilities' (HSCS 3.20).

**This requirement was made on 31 March 2025.**

#### Action taken on previous requirement

The service had developed risk assessments and practice to ensure that members of the public do not have unsupervised access to children.

New systems have been introduced which support staff to know where children are playing and helping staff to ensure that children cannot leave the setting unsupervised.

New security systems have been installed to ensure that staff must always open the door to members of the public trying to access the building. This meant that staff always know who is entering the premises while they are operating.

**Met - within timescales**

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

### Areas for improvement

#### Previous area for improvement 1

To support children to be meaningfully engaged and involved in leading their play, the service should continue to review the areas used by the children to ensure they are well presented and attractively set up. This would mean children experience exciting and stimulating play spaces that reflected their interests. Staff should provide children with opportunities to help identify, plan and support their interests and curiosities.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that:

'As a child, I can direct my own play and activities in the way that I choose, and freely access a wide range of experiences and resources suitable for my age and stage, which stimulate my natural curiosity, learning and creativity' (HSCS 2.27).

**This area for improvement was made on 5 October 2022.**

#### Action taken since then

Planning for the week displayed on the boards showed a nice variety of experiences on offer for children to choose from.

The staff team had developed how the spaces were set up to make them more inviting for children to go in. This was most evident in the quiet room and main hall. The service could continue to develop this for the outdoor areas.

Staff are evaluating at the end of the day, helping them to assess the variety and success of play offered. However, more could be done at the planning stage to show how play has been linked to children's interests through consultation and using personal plans to meet needs. The service should continue to review how they ensure that they offer all play types to build new skills.

This area for improvement is met.

#### Previous area for improvement 2

To ensure that children and parents experience a service which promotes high quality care, play and learning experiences, the provider should ensure that there is a culture of continuous improvement. To support this, quality assurance processes should be developed to help assess and highlight areas for improvement in line with best practice and national guidance.

This is to ensure that care and support is consistent with Health and Social Care Standards (HSCS) which states that:

'I experience high quality care and support based on relevant evidence, guidance and best practice' (HSCS 4.11) and 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes' (HSCS 4.19).

**This area for improvement was made on 5 October 2022.**

#### Action taken since then

The service had started to develop how they monitored the activities which were being offered. This meant that staff were evaluating how the day had gone and were keeping notes about children's successes and things they required help with. The service should continue to build how this data is used to develop and improve the service. Consideration should be given to how children's views will be used to shape the experiences offered and link information to children's individual personal plan to support their individual development.

The service should continue to develop how they use data to identify improvements and how they will measure the success of any planned changes to ensure progress.

This area for improvement is met.

#### Previous area for improvement 3

The provider should support children's safety, needs, interests and choices by ensuring there are appropriate staffing levels at all times. Staff should be suitably trained, qualified and deployed effectively to secure positive outcomes for all children.

This is to ensure that care and support is consistent with Health and Social Care Standards (HSCS) which states that:

'My needs are met by the right number of people' (HSCS 3.15) and 'My care and support is consistent and stable because people work together well' (HSCS 3.19)

**This area for improvement was made on 5 October 2022.**

#### Action taken since then

Staff sign in on registers showing that they are complying with minimum ratios and their conditions of registration. An overview of staff was displayed on boards in the main hall with photos to help children and parents know staff names and displayed who was on duty that day. All staff were appropriately registered with the Scottish Social Services Council (SSSC) and good monitoring systems had been introduced to ensure that all staff remained on the register. Seven of the core staff were qualified. Other staff were working towards recognised qualifications helping to develop their skills and knowledge. Staff were deployed to ensure that unqualified staff had qualified staff available to support them. Staff were deployed to ensure that children had support in all areas for the play spaces. Risk assessments were undertaken to ensure that some areas, like the wildlife garden, were not opened unless enough staff were present to supervise them effectively.

This area for improvement is met.

## Previous area for improvement 4

To support professional development and improve play experiences and outcomes for children. The provider should implement a targeted training plan which includes current best practice documents and supports staff to evaluate the impact of their training.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes' (HSCS 3.14).

**This area for improvement was made on 25 March 2024.**

### Action taken since then

Staff training was being monitored and where gaps in knowledge were identified, staff had been supported to book and access training. For example, additional support needs training or developing play practice. This was having a positive impact on the quality of care and play being provided. Staff meetings supported staff to become more familiar with current best practice guidance and national frameworks.

This area for improvement has been met.

## Previous area for improvement 5

To promote children's overall wellbeing, personal planning should be further developed to ensure that all children are supported to achieve their full potential. This should include, but is not limited to:

- developing strategies used to support all children
- reviewing personal plans in line with families in line with current legislation
- reviewing medication and healthcare plans with families in line with current best practice guidance.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'My personal plan (sometimes referred to as my care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices' (HSCS 1.14).

**This area for improvement was made on 31 March 2025.**

### Action taken since then

The service had developed practice support strategies which were to be used consistently for all children. These were based in children's rights and supported positive interactions. Where children had a diagnosis staff had developed additional support strategies in consultation with children, families and other professionals working with them. The service should continue to develop how they document and share individual strategies of support for all children as individuals.

Most personal plans had been reviewed in line with legislative requirements. A new system had been implemented which should support all plans to be reviewed in line with guidance.

Not all permission to administer medication records were well recorded or reviewed in line with best practice guidance. This meant that some medications were out of date and instructions for when to administer were not always clear. This should be addressed to ensure children's safety.

This area for improvement is not fully addressed and is continued in this report.

## Previous area for improvement 6

To promote children's safety and overall wellbeing processes should be further developed to keep children safe. This should include, but is not limited to:

- ensuring all concerns are recorded and acted on in line with national and local child protection guidance
- reviewing timescales to ensure that all concerns are recorded and shared promptly
- developing systems to ensure that concerns are tracked to ensure actions are taken and progress is made in protecting children from harm.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I am protected from harm, neglect, abuse, bully and exploitation by people who have a clear understanding of their responsibilities' (HSCS 3.20).

Made 31 March 2025

**This area for improvement was made on 31 March 2025.**

### Action taken since then

Concerns about children were recorded in the services care and welfare folder. Not all of the concerns had been recorded on the same paperwork, meaning that the information recorded was not consistent. For some concerns it was clear what action had been taken to keep children safe. For others this had not been recorded. Where concerns had been shared with lead agencies protection notifications had not always been submitted to the Care Inspectorate in line with regulatory responsibilities. Clear records should be kept to show what action has been taken to keep children safe. This should include monitoring the progress of any identified action and any outcome.

This area for improvement is not fully addressed and is continued in this report.

## 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).

## Detailed evaluations

<b>Leadership</b>	<b>4 - Good</b>
Leadership and management of staff and resources	4 - Good
Staff skills, knowledge, values and deployment	4 - Good
<b>Children thrive and develop in quality spaces</b>	<b>4 - Good</b>
Children experience high quality spaces	4 - Good
<b>Children play and learn</b>	<b>4 - Good</b>
Playing, learning and developing	4 - Good
<b>Children are supported to achieve</b>	<b>3 - Satisfactory / Adequate</b>
Nurturing care and support	3 - Satisfactory / Adequate
Safeguarding and child protection	3 - Satisfactory / Adequate

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