

Community Support Network - Kintyre Network Centre Day Care of Children

Old Quay Head
Hazelburn Business Park
Campbeltown
PA28 6DB

Telephone: 01586 559 020

Type of inspection:
Unannounced

Completed on:
25 March 2026

Service provided by:
Argyll and Bute Council

Service provider number:
SP2003003373

Service no:
CS2019373073

About the service

Community Support Network - Kintyre Network Centre is a daycare of children service based in the Kintyre Network Centre, Campbeltown. The service is located within walking distance of local amenities, schools, shops, and bus routes. The service operates during school term time and school holidays. The service provider is Argyll and Bute Council.

The service is registered to provide an early learning and childcare service to a maximum of eight school aged children. The service will operate between 15:00 to 18:30 Monday to Friday and to 20:00 on a Thursday during school term time and 10:30 to 13:00 and 14:00 to 17:30 on a Saturday and during school holidays

About the inspection

This was an unannounced inspection, carried out by one early learning and childcare inspector, which took place on 24 and 25 March 2026. To prepare for the inspection we reviewed information about the service. This included previous inspection findings, registration information, information submitted by the service and any intelligence gathered. In making our evaluations of the service we:

- Observed two children in practice.
- Spoke with children using the service.
- Reviewed documents.
- Collected survey feedback from parents.
- Assessed core assurances, including the physical environment.
- Spoke with the staff and management.

As part of our inspections, we assess core assurances. Core assurances are checks we make to ensure children are safe, the physical environment is well maintained and that a service is operating legally.

There were six children registered with the service at the time of the inspection, two of whom were present during the visit.

Key messages

- Staff knew the children very well and used this knowledge effectively to deliver a child centred, responsive service.
- Management had developed and implemented a range of quality assurance processes since the last inspection, supporting ongoing improvement and strengthening service delivery.
- Children enjoyed a wide range of play opportunities that reflected their individual interests, needs, and choices.
- Children's plans remained of a consistently high quality, clearly identifying individual needs, progress, and personal goals.
- Staff demonstrated passion, commitment, and strong knowledge in their roles, supporting children to achieve positive outcomes.
- The garden remains an area for improvement, requiring resolution to ensure safe and consistent access to high quality outdoor play experiences.

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	3 - Satisfactory / Adequate
Children play and learn	5 - Very Good
Children are supported to achieve	5 - Very Good

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

Leadership 4 - Good

Quality indicator: 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.

The setting adopts a strong rights based approach, with clear aims to ensure that children experience a high quality service where they feel safe, respected, included, healthy, and supported to achieve their potential. These values were evident in practice during the inspection. Children were actively involved in many aspects of their care and daily experiences, with staff consistently promoting choice, independence, and participation.

Children's dignity and preferences were upheld, particularly within personal care routines and the planning and delivery of activities that reflected individual interests and needs. This approach supports positive relationships and helps children feel valued and listened to within the setting.

We suggested the service would benefit from revisiting and refreshing its vision, values, and aims collaboratively. Involving staff, children, families, and the wider community would support the development of an updated statement that clearly reflects the service's ethos and creates a shared sense of purpose across the whole service.

Self evaluation was evident within team meeting minutes, where a standing agenda item focused on quality assurance and reflective practice. Staff were encouraged to consider evaluative questions and review their reflections collectively, supporting shared learning and discussion.

To further strengthen this work, management and staff should adopt and embed the new Quality Improvement Framework (QIF), specifically the framework designed for out of school care services. Using the evaluative questions within this framework will help guide reflective practice, support consistent recording of evaluations, and identify clear strengths and areas for development. This will ensure that improvement activities are systematic, documented, and outcome focused.

As part of the internal evaluation process, the service should also introduce regular opportunities to gather feedback from parents and staff, for example through questionnaires. This would support a meaningful and continuous feedback cycle and ensure that family and staff perspectives contribute to shaping and improving the service.

Staff were highly engaging throughout the inspection and spoke openly about their commitment to their roles and the positive impact they have on children and families. All staff were registered with the Scottish Social Services Council (SSSC) and were actively participating in continuing professional development (CPD).

Sampling of supervision records demonstrated that staff received regular one to one supervision, which supported their wellbeing and provided opportunities for professional reflection. To enhance this further, supervision could be strengthened through clearer identification of individual learning and development needs, alongside more focused and constructive feedforward to improve practice. While the supervision paperwork was in place, a more targeted approach aligned to the Quality Improvement Framework would support deeper reflection and ongoing professional growth.

Management has introduced a range of systems to monitor and track quality assurance, including the delegation of children's plans to staff on a rota basis. A range of quality assurance checks was currently being embedded across the service. Policies have been reviewed and updated, and risk assessments showed clear review dates and renewal processes in place. This previous area for improvement has been met, with evidence of improved quality assurance systems and monitoring arrangements.

Children thrive and develop in quality spaces

3 - Satisfactory / Adequate

Quality indicator: Children experience high quality spaces

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

The setting was welcoming, clean, and well maintained, with good natural light and ventilation contributing to a calm and comfortable atmosphere for children. Entrances and exits were secure, and the outdoor area was safely enclosed with appropriate fencing, allowing children to play freely while remaining protected.

Health and safety practices were consistently embedded throughout the service. Personal protective equipment (PPE) was used appropriately, and children were supported to wash their hands at key times, promoting positive hygiene routines. Children's personal care needs were met with dignity and privacy, reflecting a respectful and child centred approach.

Children had access to a wide range of resources, which they were able to self select. This enabled children to lead their own play, make independent choices, and develop confidence, creativity and decision making skills with the support of staff.

Outdoor play was a regular and valued part of the provision. Children engaged in a variety of physical activities, including use of the hammock and gardening opportunities. They were encouraged to experience carefully managed risk, supporting their physical development, confidence and resilience. There was significant evidence of correspondence from the manager demonstrating sustained efforts to secure funding to address the area where the garden floods. Staff had also taken steps to enhance the outdoor area, including improving planters and sourcing donated resources to enrich the garden provision. While regular use of the outdoor space continued where possible, no progress had been made to address the flooded areas which remain a health and safety concern and restrict access. As a result, this previous area for improvement will be repeated. See area for improvement 1

Risk assessments were comprehensive and had been recently reviewed for indoor activities, outdoor play, outings, and travel arrangements. This demonstrated a proactive approach to safety.

During the inspection, children were observed to be highly engaged in their play and interactions with staff. Staff created a warm and nurturing environment where children were encouraged to direct their own play, express preferences, and make independent choices. Staff's strong knowledge of the children enabled them to support decision making and promote emotional wellbeing effectively.

The service environment reflected a strong sense of belonging. Wall displays were well maintained, with children's achievements celebrated and information clearly displayed, helping children feel valued and at home within the setting.

The environment was thoughtfully arranged, with appropriately sized furniture that supported accessibility and active engagement with resources. Staff regularly reviewed how resources were used and adapted the provision in response to children's interests, demonstrating reflective and responsive practice.

A range of sensory experiences were available, including a sand pit, a sensory room with lights and projectors, and a variety of indoor and outdoor creative activities, supporting children with different sensory needs.

Management demonstrated a responsible and compliant approach to information management. Records were stored in physical files, with no sensitive information held online outside of approved platforms. Locked filing cabinets were used to store confidential information securely. Arrangements were in place for the monitoring, maintenance, and repair of the building and equipment. A daily and regular cleaning schedule was followed consistently. Children and staff had completed infection prevention and control (IPC) training and were actively encouraged to wash hands and clean surfaces, reducing the risk of infection and promoting shared responsibility for hygiene.

Areas for improvement

1. To ensure children have safe and consistent use of their outdoor space and have access to high quality outdoor play experiences, the provider should resolve the flooding in the garden as a matter of urgency.

This is to ensure that the environment is consistent with the Health and Social Care Standards which states that: "I experience an environment that is well looked after with clean, tidy and well-maintained premises, furnishings and equipment". (HSCS 5.24)

and

"As a child, I play outdoors every day and regularly explore a natural environment". (HSCS 1.32)

Children play and learn 5 - Very Good

Quality indicator: Playing, learning and developing

We found major strengths in this aspect of the setting's work and identified very few areas for improvement, therefore we evaluated this quality indicator as very good.

Children's play and learning were developed in response to their individual preferences, interests, needs, life experiences, and personal goals. Staff demonstrated a strong understanding of each child and used this knowledge to create meaningful and motivating learning opportunities. For example, children were supported to build confidence through real life experiences such as visiting the local library and shops, as well as developing practical skills like gardening.

One child's interest in photography was particularly well supported. Staff provided opportunities for the child to take photographs, print them, and create a display. Digital technology was used effectively to enhance learning experiences and promote creativity, pride, and confidence.

Children were offered choice and continuity in their learning, with opportunities to revisit and extend experiences over time. Examples included ongoing projects such as bird feeders and fairy tale themes, which allowed children to deepen their understanding and sustain interest.

Children's folders and individual records clearly demonstrated progression in learning and development. Staff were familiar with children's current abilities, confidence levels, and areas requiring support, enabling them to plan play and activities that were safe, meaningful, and appropriately challenging. Regular, detailed learning updates within children's journeys showed clear evidence of development during their time in the service.

A strong example of inclusive practice was observed where a child who disliked messy play was supported sensitively while exploring flour. Staff responded with patience and flexibility, allowing the child to wash their hands frequently and re-engage at their own pace. This approach respected the child's preferences while still supporting exploration and learning.

Children were actively involved in making choices, including the use of visual supports such as pictures to help communicate preferences. This responsive and inclusive approach ensured that all children were able to participate fully and develop a wide range of skills for life and learning.

Floor books were used effectively to capture a variety of indoor and outdoor experiences, including science activities, providing evidence of shared learning and reflection.

Staff continued to extend learning beyond the setting by regularly accessing the local woods, beach, library, and shops, enriching children's experiences and strengthening their sense of belonging within the local and wider community.

Children are supported to achieve **5 - Very Good**

Quality indicator: Nurturing care and support

We found major strengths in this aspect of the setting's work and identified very few areas for improvement, therefore we evaluated this quality indicator as very good.

Children experienced warm, caring, and nurturing support throughout the service. Privacy and dignity were consistently upheld and observed when children were being supported with their care needs. Strong, trusting relationships were evident between staff and children, with positive attachments helping children feel safe, secure, and respected.

Staff knew the children well, and this strong understanding supported positive outcomes for children. Staff were able to adapt their practice responsively, meeting individual needs and supporting children's emotional wellbeing and engagement within the setting.

Staff clearly articulated their role in supporting transitions. For example, one child was being supported through visits to the local library to build confidence in preparation for volunteering there once their placement at the service ends. Staff were knowledgeable about transition processes and strategies to support both new children entering the service and children moving on.

Snack times were facilitated in a relaxed, unhurried, and child centred way. Children brought their own snacks and were supported to take responsibility for their choices, promoting independence and confidence.

Children had access to calm and sensory supportive spaces, including a designated safe space to support self regulation and emotional wellbeing. These spaces were used effectively to support children who needed time to relax, reflect, or regulate their emotions.

Children's plans were of a consistently high quality and clearly reflected individual strengths, needs, and preferences. Plans included accessible and user friendly strategies, with clear identification of triggers, de escalation approaches, and individual risk assessments that were regularly reviewed. The children's voices and rights were central to planning, with clear links to the wellbeing indicators, demonstrating a rights based and outcome focused approach.

There was a clear progression pathway within planning. Information from families and external agencies was used effectively to inform and update children's plans, ensuring a holistic understanding of each child. Plans were regularly reviewed as part of developing quality assurance processes, supporting continuous improvement.

Connections with families have continued to strengthen since the previous inspection. Parents were invited to open days and sports days and encouraged to engage with floor books and share feedback during these events. Staff demonstrated a thoughtful, sensitive, and proportionate approach to communication. As a result, communication with families was flexible and responsive, ensuring parents felt informed and included without placing unnecessary demands on them.

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 ensure children have safe and consistent use of their outdoor space and have access to high quality outdoor play experiences, the provider should resolve the flooding in the garden as a matter of urgency.

This is to ensure that the environment is consistent with the Health and Social Care Standards which states that: "I experience an environment that is well looked after with clean, tidy and well-maintained premises, furnishings and equipment". (HSCS 5.24)

and

"As a child, I play outdoors every day and regularly explore a natural environment". (HSCS 1.32)

This area for improvement was made on 3 March 2025.

Action taken since then

The management have sought detailed quote on the works required to fix the flooding in the garden. They produced evidence of significant correspondence in seeking a solution. Unfortunately, the finding has not been found and as such the garden flooding and need for updating remains. This area for improvement will be repeated.

Previous area for improvement 2

To improve and support better outcomes for children. Management along with staff should develop and implement robust quality assurance systems including self-evaluation, with a focus on a whole team approach to improving the service, reflecting on the impact and outcomes of monitoring and evaluating the service.

This is to ensure that management and leadership is consistent with the Health and Social Care Standards that state: "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 3 March 2025.

Action taken since then

The manager has created and implemented a series of quality assurance processes, including staff supervisions, one to ones, quality checklist for paper work such as children's records and plans. This area for improvement has been evaluated as being met.

Complaints

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

Detailed evaluations

Leadership	4 - Good
Leadership and management of staff and resources	4 - Good
Children thrive and develop in quality spaces	3 - Satisfactory / Adequate
Children experience high quality spaces	3 - Satisfactory / Adequate
Children play and learn	5 - Very Good
Playing, learning and developing	5 - Very Good
Children are supported to achieve	5 - Very Good
Nurturing care and support	5 - Very Good

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iarrrtas.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.