



## Inspection Report

**Little Wings Playgroup - Glyncorrwg**

**Glyncorrwg Primary School  
Bridge Street Glyncorrwg  
Port Talbot  
SA13 3BB**



**Date Inspection Completed**

10/05/2023

## About Little Wings Playgroup - Glyncorrwg

Type of care provided	Childrens Day Care Full Day Care
Registered Provider	LW Community Services
Registered places	19
Language of the service	English
Previous Care Inspectorate Wales inspection	14 February 2017
Is this a Flying Start service?	Yes
Does this service provide the Welsh Language active offer?	This service does not provide an 'Active Offer' of the Welsh language and does not demonstrate a significant effort to promoting the use of the Welsh language and culture.

**Welsh Government © Crown copyright 2023.**

You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: [psi@nationalarchives.gsi.gov.uk](mailto:psi@nationalarchives.gsi.gov.uk)  
You must reproduce our material accurately and not use it in a misleading context.

<a href="#"><u>Well-being</u></a>	<b>Good</b>
<a href="#"><u>Care and Development</u></a>	<b>Good</b>
<a href="#"><u>Environment</u></a>	<b>Good</b>
<a href="#"><u>Leadership and Management</u></a>	<b>Adequate</b>

For further information on ratings, please see the end of this report

## **Summary**

Nearly all children are happy and can make choices and decisions independently. They develop good relationships with their friends and adults caring for them. Children enjoy a range of opportunities indoors and outdoors. They are confident in their communication with each other and with staff.

Staff are enthusiastic and they interact warmly and positively with children. Overall, they effectively ensure children are safe and actively promote a healthy lifestyle. Staff work well as a team, providing consistent care and support. They provide a suitable range of interesting play opportunities for children, and they are beginning to implement the new curriculum for Wales.

People who run the setting provide a generally safe and secure environment. Risk assessments are in place but improvements are needed. There is a spacious indoor play space for children to move freely. People who run the setting ensure the outdoor play space is used as often as possible. They provide stimulating and well maintained resources for all ages and stages of development.

People who run the setting ensure they comply with almost all the relevant regulations and national minimum standards but improvements are needed. Overall, they manage their team with effective support and continuous training. People who run the setting have developed positive relationships with parents and carers. They work closely with external agencies to ensure effective care and support to all children in their care.

Children have a good voice and make suitable choices. They move around the environment freely, choosing where they want to play and accessing the resources they want to play with. Children make choices about their snacks and drinks, selecting what they prefer. They respond confidently when invited to join in various activities, such as whether they want to play outdoors or join a group during the flash card activity.

Overall children are happy and settled. Nearly all of those we saw arriving separated well from their parents or carers, showing they were happy to be at the service. A few unsettled children approach staff for cuddles and reassurance and comforted until they feel at ease. Children are developing close friendships. They happily join in with activities and greet each other with smiles and cuddles.

Children interact well. They are learning how to manage their behaviour and when there are disputes about wanting the same resources, they respond well when staff remind them to share and take turns. Children are beginning to learn to respect the toys and resources and to help tidy up.

Nearly all children enjoy their play and learning. They freely and happily engage in activities of their choice. They focus for appropriate lengths of time for their ages and stages of development, showing their interest and enjoyment in the activity. For example, all children enthusiastically took part in the flash card session. They thoroughly enjoyed the activity, taking turns to identify colours, objects and sounds. Children happily discuss what they are doing with others, one child told us they were building a track for the cars, whilst another was keen to show us their favourite toy and tell us that they were going to play in the sand.

Children develop skills and their independence well. They are encouraged to attempt to do things for themselves, such as, putting on their coats, washing and drying their hands and serving themselves at snack time. Children are offered support when needed. During group activities such as circle or snack time, children are encouraged to express themselves and be sociable. They talk about their own interests, such as their pets or going on holiday, they are given plenty of opportunity to share their stories, developing their speech and language skills.

## Care and Development

Good

Staff generally keep children safe and healthy. They have a good understanding of safeguarding procedures and know what to do if they have concerns about a child. They keep children safe by implementing effective policies and procedures. For example, they practise regular fire drills with the children, so everyone is familiar with the procedure to follow in an emergency. Staff follow and promote suitable hygiene practices. For example, regular hand washing and cleaning of tables is promoted. They encourage children to cover their mouths when coughing or to wipe their noses when needed. However, staff do not always closely supervise the children using the water dispenser resulting in some children sharing cups. Staff make sure children have regular opportunities to be active and get fresh air by accessing the outdoor areas.

Staff manage interactions well. They are good role models and promote positive behaviour. Any unwanted behaviour is dealt with quickly and calmly by staff to avoid it escalating. They use praise to celebrate achievements, good behaviours and children's learning. For example, they give children a high five and stickers for helping to tidy up. Staff interact effectively with the children. They join in with their play when it is appropriate to do so and talk with them regularly to extend their learning and make their experiences sociable. For example, when playing alongside the children during a craft activity, talking about the items being glued, the patterns they were making and who the gift box was for.

Staff promote children's learning and development and meet their individual needs well. They are transitioning to the new curriculum well but still have some measures to put in place. They are enthusiastic and have the training and experience needed to support children and help them develop new skills. Staff make observations of children during activities to help them develop and plan the next steps of learning. They are committed to providing a wide range of play and learning activities and are considering ways to further implement the new curriculum. Staff know and support children well, enabling them to meet their individual needs, such as toileting, they notice children's behaviour and ask them if they need the toilet. Staff support children's language skills including using some incidental Welsh throughout the session.

## Environment

Good

People who run the setting ensure the environment is a generally safe and secure space for children. Entrance to the setting is controlled by staff and visitors are recorded so there is no unauthorised access. Risk assessments and daily checks on all areas are completed. They show that hazards are managed well or eliminated where possible. However, they have not detailed how risks associated with not having a landline telephone at the premises and the poor mobile phone coverage will be managed. While no immediate action is required, this is an area for improvement, and we expect the provider to take action. Insurance certificates are up to date. The person in charge assured us that the landlord has undertaken the necessary routine safety checks for the building, i.e. an annual gas safety check and an electrical safety certificate. However, she had not had sight of them. People who run the setting have not registered with the local authority for food hygiene requirements.

People who run the setting ensure that the environment is suitable and well-designed to meet the needs of children who attend. There is plenty of indoor and outdoor space to allow the children to move freely and explore. There is also an adjoining covered outside play space, which children can enjoy free flow access at any time. Children explore designated areas which support their learning and development well, these include, a physical play area and mud kitchen in the outdoor area, a trampoline and sand pit in the adjoining outside play space and a role-play and construction area indoors. Children's toilets are easily accessible, which allows for the development of independence. Children's art work is on display promoting a sense of belonging.

People who run the setting provide a good variety of age-appropriate furniture, toys, and equipment, both indoors and outdoors, to stimulate the children's interest and imagination. They are increasing the range of real and natural resources which will encourage further curiosity and engagement. Resources are easily accessible to children as they are stored at a suitable level and visible or labelled. All resources, we saw during our visit, were of good quality and clean.

## Leadership and Management

**Adequate**

Overall, people who run the setting have effective leadership. They maintain and share an up-to-date, informative statement of purpose that provides parents with detailed information on how the setting runs, allowing them to make an informed decision about its suitability for their child. People who run the setting regularly review their policies and procedures and ensure staff implement them successfully. They ensure they collect, record and monitor the required records. We looked at a sample of records including registers and children's information, to include accident and incident records, which were all well maintained.

People who run the setting have a good self-evaluation system in place to help them plan how they will improve their service. This includes using the feedback from staff, parents and children to review the quality of their care. People who run the setting have developed a quality of care report which highlights strengths and areas of improvement, such as involvement with the local gardening club for children to learn how to grow their own vegetables.

People who run the setting have an adequately safe recruitment system to safeguard children. Recruitment information for staff was sampled. Two files did not contain all of the required recruitment information. While no immediate action is required, this is an area for improvement, and we expect the provider to take action. Some supervision meetings had been undertaken with staff, however, no formal annual appraisals had been completed. While no immediate action is required, this is an area for improvement, and we expect the provider to take action. Staff told us they feel very well supported by management and they are really happy in their work. People who run the setting ensure staff complete all mandatory training and there are opportunities for them to further develop professionally. Staff are qualified, experienced and all hold up to date certificates for safeguarding, food hygiene and first aid.

People who run the setting and staff have developed positive relationships with parents. Information is shared through secure social media and through discussions with parents at the beginning and end of their child's session. The setting has close links with the local school. This supports children's transitions as information can be shared and the children can become familiar with the school setting prior to them starting full time.

### Summary of Non-Compliance

Status	What each means
<b>New</b>	This non-compliance was identified at this inspection.
<b>Reviewed</b>	Compliance was reviewed at this inspection and was not achieved. The target date for compliance is in the future and will be tested at next inspection.
<b>Not Achieved</b>	Compliance was tested at this inspection and was not achieved.
<b>Achieved</b>	Compliance was tested at this inspection and was achieved.

We respond to non-compliance with regulations where poor outcomes for people, and / or risk to people’s well-being are identified by issuing Priority Action Notice (s).

The provider must take immediate steps to address this and make improvements. Where providers fail to take priority action by the target date we may escalate the matter to an Improvement and Enforcement Panel.

### Priority Action Notice(s)

Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this inspection	N/A

Where we find non-compliance with regulations but no immediate or significant risk for people using the service is identified we highlight these as Areas for Improvement.

We expect the provider to take action to rectify this and we will follow this up at the next inspection. Where the provider has failed to make the necessary improvements we will escalate the matter by issuing a Priority Action Notice.

### Area(s) for Improvement

Regulation	Summary	Status
------------	---------	--------



28	Ensure every staff file contains all the necessary recruitment information.	New
29	Ensure all staff receive formal annual appraisals.	New
25	Ensure the risk assessments detail all identified risks and how they will be managed, reduced or eliminated.	New

Where we find the provider is not meeting the National Minimum Standards for Regulated Child Care but there is no immediate or significant risk for people using the service, we highlight these as Recommendations to Meet National Minimum Standards.

We expect the provider to take action to address these and we will follow these up at the next inspection.

National Minimum Standards	
Standard	Recommendation(s)
Standard 24 - Safety	Ensure heating and electrical test certificates are available for inspection.
Standard 10 - Healthcare	Ensure staff closely supervise the water dispenser usage at all times.
Standard 7 - Opportunities for play and learning	To further promote and develop the new curriculum for Wales.
Standard 7 - Opportunities for play and learning	To further develop the use of the Welsh language and culture.
Standard 12 - Food and drink	To consult with the Food Standards Agency and Environmental Health to ensure that any requirements are complied with.

Ratings	What the ratings mean
<b>Excellent</b>	These are services which are committed to ongoing improvement with many strengths, including significant examples of sector leading practice and innovation. These services deliver high quality care and support and are able to demonstrate that they make a strong contribution to improving children’s well-being.
<b>Good</b>	These are services with strengths and no important areas requiring significant improvement. They consistently exceed basic requirements, delivering positive outcomes for children and actively promote their well-being.
<b>Adequate</b>	These are services where strengths outweigh areas for improvement. They are safe and meet basic requirements but improvements are required to promote well-being and improve outcomes for children.
<b>Poor</b>	These are services where important areas for improvement outweigh strengths and there are significant examples of non-compliance that impact negatively on children’s well-being. Where services are poor we will take enforcement action and issue a non-compliance notice.

### Was this report helpful?

We want to hear your views and experiences of reading our inspection reports. This will help us understand whether our reports provide clear and valuable information to you.

To share your views on our reports please visit the following link to complete a short survey:

- [Inspection report survey](#)

If you wish to provide general feedback about a service, please visit our [Feedback surveys page](#).

**Date Published** 20/06/2023