



## Inspection Report

**Twyn Out of Schoolclub / Holiday Club**

**Twyn Primary School  
East View  
Caerphilly  
CF83 1UT**



**Date Inspection Completed**

24/03/2022

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## About Twyn Out of Schoolclub / Holiday Club

Type of care provided	Children's Day Care Out of School Care
Registered Provider	Twyn Out of School / Holiday Club
Registered places	31
Language of the service	English
Previous Care Inspectorate Wales inspection	Post registration inspection
Is this a Flying Start service?	No
Does this service provide the Welsh Language active offer?	No. This is a service that does not provide an 'Active Offer' of the Welsh language. It does not anticipate, identify or meet the Welsh language needs of people /children who use, or intend to use their service.

## **Summary**

Children are happy and very settled at the service. They are familiar with routines and cope well with the transition from school to the club. They have a strong and effective voice at the service and their communication is valued. They gain a great deal of satisfaction from the range of play opportunities available.

The staff team are approachable, provide warm and responsive care and support children's needs effectively. They understand their roles and responsibilities in relation to children's safety and wellbeing. There is effective promotion of children's play and staff foster an environment where children feel comfortable and relaxed.

The service operates from the school grounds and there is good maintenance of indoor and outdoor spaces. It is secure and suitable for children and children benefit from a good selection of resources to promote their play.

Partnership with parents is strong and families who use the service very much appreciate the support their children receive. There is effective management, well - qualified staff and a system for covering staff absences. Record keeping systems support the running of the service and there is a system for reviewing the service annually.

## Well-being

Children have an effective voice at the service with their views listened to and considered. One method of capturing children's opinions is via the children's committee. This forum provides children with an opportunity to discuss changes and improvements they would like. For example, following consultation with children, staff increased the variety of snack options to include different breads such as pumpkin, and have introduced a wider selection of fruit and vegetables. Children told us that they enjoy being part of the committee and that staff listen to what they have to say.

Children are settled and content at the service. They have warm and nurturing relationships with staff, approaching them for informal conversations, as well as asking them to join in activities. Interactions between children and staff are consistently good and children are confident and self-assured. We observed warm and engaging interactions over the course of the inspection.

Children interact well with their peers in line with their stage of development. They are learning to consider the needs of others, share and take turns. They are forming positive relationships with other children at the club and enjoy opportunities to play with their friends. During outdoor play we observed children happily engaged in a game of football, saw them take turns when using the basketball hoop and during an indoor activity they happily shared craft materials. They enjoy being independent and developing self-help skills. They are confident selecting resources and enjoy self-directing their play.

Children have access to a good range of play opportunities making their time at the club interesting and fun. They show excitement when playing games with other children and are occupied and fully engaged in activities. Over the two days of the inspection, children played outside for the majority of time, as the weather was very good. They participated happily in sports, with a small number of children choosing to sit and talk with their friends. At the latter stage of sessions, the small number of children still at the service moved back inside and enjoyed a craft activity with loom beads or solitary play drawing or playing with toys.

## Care and Development

The small staff team work well together and understand their role and responsibilities in relation to children's safety and wellbeing. They supervise and support children's needs effectively to facilitate and encourage children's autonomy and decision-making. They understand their responsibilities to report concerns and have up to date safeguarding training to support their practice. However, there were no specific forms designed to record information of this nature. The Responsible Individual (RI) has since developed new forms for staff to use going forward. There are appropriate infection control procedures to support children's health and wellbeing with additional procedures in place in relation to Covid-19, including increased cleaning of the premises and resources. There is a system for recording children's specific dietary requirements and a good selection of healthy snack options. Staff have current paediatric first aid training and are able to deal with minor issues that arise.

Staff manage interactions in a positive way. They talk to children in a sensitive manner about behaviour issues and encourage children to think about how they respond to things that arise. For example, a child approached a member of staff to tell them that another child was not playing nicely. The staff member talked in a gentle and constructive way about how they could deal with it. There is an appropriate behaviour management policy and strategies focus on positive reinforcement and engagement with children. Staff act as good role models speaking to each other and children in a kindly and respectful manner.

Staff engage well with children and promote their play in a positive and constructive manner. Due to the pandemic, outings have been restricted for children attending in the holiday periods, but the intention is to re-instate trips out going forward. Staff are very happy to join in activities and we observed them participating in a basketball game and craft activities. Staff acknowledge the importance of children's emotional wellbeing and a wall display showed that children are encouraged to talk about how they feel and what is important to them. Staff recognise the importance of children directing their play but there were no activity plans to show the breadth of play opportunities available. We discussed this with the RI and staff and children have since met to record and discuss themes and activities for the coming months. There is no system for tracking children's development as children who attend the service are in formal education. However, discussions with staff indicate a good understanding of children's individual needs. There is effective support for children with additional needs, confirmed by a parent who provided feedback to CIW.

## Environment

The service operates from within the school grounds. The premises is welcoming, with a small entrance area for the storage of belongings. There are colourful wall displays and good natural light in the base room. There is good ventilation and sufficient space for children to play and explore in comfort. Most resources are stored in boxes accessible to children allowing them a great deal of independence when selecting toys. Areas are clean and maintained appropriately, with staff allocated additional time at the end of each session to clean the room in readiness for the next day. There is a small area for the preparation of light snacks. There is a substantial outdoor yard providing children with plenty of space for physical activities. In addition, there is some seating available for those children who prefer quieter outdoor activities.

The environment is safe and secure. The local authority is responsible for overseeing key safety checks for the premises. Records made available to CIW indicate that these checks are undertaken appropriately. There are suitable risk assessments, a fire evacuation procedure and suitable practice of fire evacuation drills.

Children benefit from a good selection of play and learning resources, which are fit for purpose and age appropriate. A significant number of outdoor resources are stored in a container in the school grounds. There is a good range of equipment for physical activities, such as bats, footballs and basketball items. There is an ample supply of art and craft materials and we saw children make good use of loom beads and pens and pencils during the inspection. There is a suitable range of book, age-appropriate videos and appropriate furniture for snack time and table-top activities.

## Leadership and Management

Leadership of the service is effective. There is good communication between the RI and trustees with meetings held to discuss the operation of the service. There are suitable record keeping systems to support the running of the service. Documents such as contracts, registration forms and records of children's attendance include relevant information. The statement of purpose provides sufficient details about the service so that parents can make an informed decision about its suitability for their child.

There is appropriate management of the service. There is an established staff team and staff are happy with the level of support from management. Staff are appropriately qualified, have good opportunities to attend training to improve practice and the RI has an effective system to cover for staff absences. During the inspection, we noted that there was no set system for recording times of staff arrival and departure from the service. We discussed the importance of this with the RI who is putting in a new system to record such information. Team meetings offer staff the opportunity to discuss issues around the running of the service.

There is a system for reviewing the service to ensure ongoing improvements. The RI submits relevant documentation to CIW as required, including evidence of an annual review of quality of care report. As part of this process, there is consultation with children and parents via yearly questionnaires, as well as ongoing discussions with children throughout the year. The service is currently at the stage of reviewing the last 12 months of operation. We looked at a range of children and 15 parent questionnaires just received by the service and found a high level of satisfaction.

The service has a strong relationship with parents and they very much appreciate the care and support given to their children. CIW received a response from five parents, indicating that parents are very happy with the service and extremely appreciative of the care provided. The service has an ongoing relationship with the school and liaise with senior school staff as required.



## **Recommendations to meet with the National Minimum Standards**

R1. Evaluate the effectiveness of the new system for recording concerns.

R2. Maintain an ongoing record of staff times of arrival and departure from the service.

### 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
N/A	No non-compliance of this type was identified at this inspection	N/A

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