

# Low Port Out of School Club SCIO Day Care of Children

Low Port Primary School  
Blackness Road  
Linlithgow  
EH49 7HZ

Telephone: 01506 670789

**Type of inspection:**

Unannounced

**Completed on:**

6 February 2019

**Service provided by:**

Low Port Out of School Club a Scottish  
Charitable Incorporated Organisation

**Service provider number:**

SP2017012982

**Service no:**

CS2017360066

## About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at [www.careinspectorate.com](http://www.careinspectorate.com)

Low Port Out of School Club registered with the Care Inspectorate on 08 February 2018.

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service. We want to ensure they have the best start in life, are ready to succeed and live longer, healthier lives.

We check services are meeting the principles of Getting It Right For Every Child (also known as GIRFEC). Set up by Scottish Government, GIRFEC is a national approach to working in a consistent way with all children and young people. It is underpinned by the principles of prevention and early intervention. The approach helps services focus on what makes a positive difference for children and young people - and what they can do to improve. GIRFEC is being woven into all policy, practice, strategy and legislation that affect children, young people and their families.

The service is provided from Low Port Primary School in Linlithgow which is located in the town centre of Linlithgow and benefits from direct access to a local park and large natural surroundings. The children have access to a large indoor play space, a library for quieter activities and a large outdoor play area. All of the children that access the club attend Low Port Primary school.

Low Port Out of School Club is a Scottish Charitable Incorporated Organisation (SCIO) with charity trustees overseeing the service.

The service is currently registered with the following conditions:

Number(s) and Age(s) of person(s) to whom service may be provided:

1. To provide a care service to a maximum of 56 children of primary school age - S2 of secondary school.

Any other conditions unique to the service:

2. Facilities to be provided: Out of School Care and Holiday Care.
3. Staffing: Ratios as stated in the National Care Standards for Early Education and Childcare up to the age of 16 must be maintained at all times. A minimum of two adults must be present at all times.
4. The care service shall operate between the times of 7.45am - 8.50am and 3.20pm - 6.00pm Monday - Thursday and 7.45am - 8.50am and 12.25pm - 6.00pm on a Friday. During school holidays the service will operate Monday - Friday 8.00am

## What people told us

The families who gave feedback during our visit were very positive about the club, staff and activities. Some of the comments are shared below:

"The staff and particularly the manager work hard to provide a great service for the kids",  
"The range of activities for holiday club is excellent- always varied, fun and creative",  
"My children enjoy attending and want me to collect them as late as possible",  
"Excellent service overall and my children are extremely happy in the out of school club".

We received six Care Standard Questionnaires from parents and although responses were generally positive about the quality of care and support some did not agree that the service provided a healthy well-balanced diet.

There were 54 children present at the time of the inspection. We observed the children enjoying their play. Children told us the club was fun and that they liked playing outdoors, going swimming and baking. One child told us they would like to see more arts and crafts and most of the children told us that the staff were their favourite aspect of the club.

## Self assessment

The service had not been asked to complete a self-assessment in advance of the inspection. We looked at their quality assurance paperwork. These demonstrated their priorities for development and how they were monitoring the quality of the provision within the service.

## From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	5 - Very Good
Quality of staffing	2 - Weak
Quality of management and leadership	3 - Adequate

## Quality of care and support

### Findings from the inspection

During our visit, we could see the club was a warm and welcoming place for children and their families to experience care. We found staff to be friendly and playful when interacting with children. Parents told us that their children chose to come to the club because of the fun experiences that take place there. One parent described the club as a "giant playdate".

We could see the children were the main priority of staff attention. Staff were skilful in their interactions and knew when to allow children space to resolve conflict or solve problems independently. This allowed children the opportunity to develop their social skills in a safe and supportive environment. During our visit we discussed the benefit of creating, in collaboration with children, a whole club agreement about expected behaviour. This agreement could set out positive expectations of behaviour for everyone in the club.

We could see the service gathered enrolment information, including children's likes and dislikes, to support children settling in and to keep them safe. The service adopted a child centred approach and children who required additional support were offered this. This support was not recorded within children's personal plans. The club did not prepare written personal plans outlining how they intended to meet children's health, welfare and safety needs. We recommend they improve personal plans to ensure care and support is consistent with the Health and Social Care Standards and practice is in line with legislation. See recommendation 1.

The club cares for children before and afterschool. During our visit, we observed children having breakfast and snack.

We found that although healthy options were available, such as fresh fruit, the other options were not as nutritious and contained high sugar levels. To promote best practice inline with guidance such as Food Matters the club should improve their food choices and include children in any menu planning. See recommendation 2.

<https://hub.careinspectorate.com/media/836652/food-matters-nurturing-happy-healthy-children.pdf>

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 2

1. It is recommended that the club improve their personal plans to ensure care and support is consistent with the Health and Social Care Standards, which state

1.15 my personal plan is right for me because it sets out how my needs will be met, as well as my wishes and choices.

2. It is recommended that the club improve their food choices and include children in food planning. This is to ensure care and support is consistent with the Health and Social Care Standards, which state,

1.33 I can choose suitably presented and healthy snacks, including fresh fruit and vegetables and participate in menu planning.

**Grade:** 4 - good

## Quality of environment

### Findings from the inspection

The staff provided children with a dynamic, fun and stimulating environment where they could be physically active, participate in group activities or engaged in their own free play. We could see that the club provided equipment to create a homely environment, such as beanbags, however discussed the need to develop this further to ensure there was adequate space for rest. The service agreed it was important children have opportunities to rest and relax and plan to develop this further.

The rooms used by the club were well looked after with clean, tidy and well-maintained equipment for the children to freely access. The cleanliness was very good, and children were encouraged to participate in good hygiene practices, such as hand washing. As a result, the spread of any infection was minimised.

The toys and equipment on offer supported a very good quality of play. Children were developing their social and physical skills, confidence, self-esteem and creativity through freely chosen play experiences. During our visit we could see children enjoying building dens using open ended and natural materials. To continue to support children to develop their social and physical skills we discussed increasing the quantity of loose parts materials available to children.

<https://www.inspiringscotland.org.uk/wp-content/uploads/2017/03/Loose-Parts-Play-web.pdf>

We could see that staff took a balanced approach to risk and play. Although control measures were in place to minimise potential harm, children still benefited from a risk- benefit model. Taking positive risks was enhancing children's physical development and helping to build resilience by encouraging them to overcome challenges. Children were allowed to enjoy their natural surroundings and encouraged to take advantage of all that was on offer, including building dens in the bushes and climbing trees. Staff supported children to risk assess independently by teaching them how to test branches and climb to safe heights, based on their abilities.

Children had the freedom to move between their indoor and outdoor environments. Children told us that they experienced even more opportunities to be outdoors during the holiday club. We heard from staff about the wide range of physical activities offered to children, such as football or 'messy rounders'. It was evident that the club valued outdoor experiences and understood children's need to develop physical skills through movement and energetic play.

The children were unable to access a home corner in the space as it belonged to the schools. We spoke about developing role play areas for younger children to allow them to explore issues from their day through play.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 5 - very good

## Quality of staffing

### Findings from the inspection

The staff team worked well together. Staff told us they were part of a strong team and that they felt management treated them respectfully. This respect was also evident during staff and children's interactions. Staff were encouraging and engaging which resulted in children who felt safe and secure. The children we spoke to told us their favourite aspect of the club was staff. One child said "they just go the extra mile".

It was evident that staff acted as role models for children. The team had a diverse range of skills and personalities that meant children could pursue different interests with the different staff for example, team sports, crafts and learning British Sign language. We could see children were included in a range of opportunities.

Staff were dedicated and committed to developing their own practice, skills and expertise. Most staff were working to obtain a relevant qualifications and talked to us about their learning, including children's rights based approaches and initiatives such as, 'Respect me'. To ensure new learning is embedded into practice we highlighted the value of bringing it to the team's monthly meeting and individual support and supervision.

During feedback we discussed the benefit of identifying leadership opportunities within the team. This will help to promote a culture which empowers staff to use and develop their skills fully so that children experience high quality care and support based on relevant evidence, guidance and best practice.

Staff received support and supervision with the team manager who recognised the need for this to be more consistent. We could see the service valued its staff and that management were working to increase opportunities for support and supervision. This will ensure staff are supported in their role, that development needs are addressed and new learning embedded in to practice.

During our visit we completed a safer recruitment audit and found the club had not recruited new staff in line with legislative requirements in relation to safer recruitment and selection of staff. Recruitment processes, such as obtaining references and Protection of Vulnerable Group checks had not been completed prior to staff start dates. Best practice recruitment is crucial to ensure the right people, with the right skills and values are in roles where they are expected to keep children safe and to support them to achieve positive outcomes. See Requirement 1.

<http://hub.careinspectorate.com/knowledge/safer-recruitment/>

It was evident the staff team worked well together and were committed to providing children with a fun and safe place to receive care however these strengths were compromised because safer recruitment checks were not in place to ensure the club met children's welfare or safety needs. The service should prioritise taking action to improve safer recruitment practices to ensure children's safety.

## Requirements

### Number of requirements: 1

1. To ensure that unsuitable individuals do not gain access to children through work, the service provider must update their recruitment and selection policy and procedure to ensure they meet legislative and regulatory requirements in relation to safer recruitment and selection of staff.

This is in order to ensure that care and support is consistent with the Health and Social Care Standard 5.17 which states, my environment is secure and safe. It is also necessary to comply with regulation, 4 (1)(a) welfare of users, of the Social Care and Social Work Improvement Scotland Regulations 2011.

## Recommendations

### Number of recommendations: 0

**Grade:** 2 - weak

## Quality of management and leadership

### Findings from the inspection

A welcoming environment was created for children because the staff team were happy at work. Staff told us they felt valued and respected by management.

They told us they received constructive feedback and found the manager approachable. We viewed staff supervision records and found the manager was promoting the importance of play by evaluating staffs activities in line with the play work principles.

We could see the trustee board and manager were working well together to ensure children received consistent and stable support. The trustee board were committed and it was evident they were identifying and managing changes that would support the club to run more efficiently. We found the club manager to be passionate and enthusiastic about delivering a quality service. To ensure the club continues to improve we discussed the benefit of further, role specific, training for the manager. We highlighted the Scottish Social Service Council's website which offers resources and information to support leadership and management.

<http://www.stepintoleadership.info/>

Staff told us they were encouraged by management to contribute activity ideas during team meeting however were not clear about the club's over arching improvement plan or their role within it. Some recording systems were in place to assist staff to meet children's health, welfare and safety needs however we found that the information held was not subject to regular review and important medical information was not clear. The club should develop a robust quality assurance system in line with best practice guidance to support the setting to improve outcomes for children and to promote effective practice. See recommendation 1.

[https://soscn.org/downloads/aqs/Achieving\\_Quality\\_Scotland\\_and\\_New\\_National\\_Standards.pdf](https://soscn.org/downloads/aqs/Achieving_Quality_Scotland_and_New_National_Standards.pdf)

During our visit we reviewed a sample of policies and procedure. We found some procedures were not in line with daily practice. For example, the service Child Protection policy and procedure referred to a tool for recording concerns that was not currently in place to support staff. The club should review policies and procedures in line with current best practice guidance to ensure children's safety. See recommendation 2.

Parents told us they were kept up to date about the club and their children. A 'kid's council' was in place to gather children's views however children told us they would like more notice of council meeting dates, to be informed of topics ahead of meetings and feedback on actions or suggestions. We discussed with the manager ways to further enhancing children and young people's participation and referred to best practice guidance such as;

<https://www.cypcs.org.uk/education/golden-rules>

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 2

1. We recommend that the club further develop and streamline quality assurance systems to ensure they can identify strengths and areas for improvement internally.

This could include:

- Developing practice, policies and procedures in line with current best practice guidance,
- regular involvement of staff, parents and children in evaluating the quality of the service in a spirit of genuine partnership.

This is to ensure that care and support is consistent with the Health and Social Care Standard 4.19 "I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes."

2. It is recommended that the club review their child protection policies and procedures to ensure they support staff in keeping children's safe in line with current best practice.

This is to ensure that care and support is consistent with the Health and Social Care Standard 4.11 "I experience high quality care and support based on relevant evidence, guidance and best practice."

**Grade:** 3 - adequate

## 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.

## 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).

## Enforcement

No enforcement action has been taken against this care service since the last inspection.

## Inspection and grading history

This service does not have any prior inspection history or grades.

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