GAP OSC - Daisy Street
Day Care of Children

Govanhill Neighbourhood Centre
6-8 Daisy Street
Glasgow
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Telephone: 01414240448

Type of inspection:
Unannounced

Completed on:
25 March 2025

Service provided by:
GAP Childcare Services

Service provider number:
SP2003003422

Service no:
CS2003015242

About the service

GAP OSC - Daisy Street is registered to provide a care service to a maximum of 50 children aged between 4 years 6 months up to the age of 14 years only. The service is located in Govanhill Neighbourhood Centre in the southside of Glasgow. The service is provided by GAP Childcare Services. The accommodation includes a large partitioned hall, games hall, secure outdoor area, office, kitchen and toilet facilities. The service is close to transport routes and other amenities.

About the inspection

This was an unannounced inspection which took place on Monday 24 March and Tuesday 25 March 2025. 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 throughout the inspection year.

In making our evaluations of the service we:
- spoke with 11 children using the service and reviewed survey responses from 15 parents whose children attend the service
- spoke with the manager and five staff
- observed practice and staff interactions with children
- reviewed documents.

Key messages

• Children experienced warm and supportive caregiving and engaged in fun play experiences that were responsive to their changeable interests and demands.

• We found that staff promoted a culture within the service that focussed on promoting the children's rights to play.

• Planning approaches focused on capturing and responding to the play interest of a child or group of children.

• Opportunities for engaging children in personal planning could be extended and provide children with a greater sense of ownership of their next steps for play and development.

• The management and staff had a clear vision of how they wanted to take forward quality improvements within 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

How good is our care, play and learning?	4 - Good
How good is our setting?	5 - Very Good
How good is our leadership?	4 - Good
How good is our staff team?	5 - Very Good

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

How good is our care, play and learning? 4 - Good

We made an evaluation of good for this quality indicator as we found performance demonstrated a number of important strengths which, taken together, clearly outweigh areas for improvement.

Quality indicator 1.1: Nurturing care and support

We looked at how the service's planning approaches for children's care, learning and development ensured they experienced positive outcomes. Throughout the various play sessions we observed it was clear that children experienced warm and supportive caregiving. We observed staff adapting daily planned activities and being responsive to children's changeable interests and demands. Children were spoken and listened to in ways that promoted self esteem, encouraged them to feel valued as well as responsible for their play choices. One parent told us: "I am able to chat to the staff about how my son is getting on playing with peers. The staff listen carefully to how and what your child likes to do and are always there to lend a hand with advice." Another parent commented: "I know the staff well and I am able to talk with them to find out how my child is doing and also to pass on any information about my child to them. The staff know the children well, so they are able to give helpful insights as to how they are feeling."

The manager told us how they worked with parents to ensure personal plans included the key information needed to provide appropriate care, meet any medical needs and take forward children's play interests. Parents told us how staff listened to their views and took account of children's personal preferences or dietary requirements. One parent commented: "We are allowed to comment on identified needs of my daughter and involved in the care planning process." Children told us that when they had an accident or a fall staff were warm, caring and nurturing. We found these actions supported an overall approach where children's sense of security and confidence was being actively fostered.

We discussed with staff approaches that may make a gathering of personal planning information more collaborative and provide children with a greater sense of ownership of their next steps for play and development. We discussed with staff how personal plans had potential to include a forward-looking element that highlighted the children's own play goals. We highlighted the need to ensure that personal plans were reviewed by parents at least every six months or when important changes occurred. Staff agreed that this would provide time and space for children to regularly review, evaluate and adapt their plans. It can enhance the existing approach to personal plans by ensuring they become a meaningful forward-looking planning tool that supports children's ownership of developmentally challenging play opportunities.

We found that systems for the storage and administration of medication could be improved. We asked that children's medication be stored in separate containers and contain consent forms as well as administration records. We highlighted the advantages of ensuring children's photographs were on the front of each container, including their name and date of birth. We identified a need for medical administration records to clearly state the signs and symptoms of when any medication would be required. We highlighted the need to ensure that administration process recorded that the first dose of any medication would be given at home. We were confident in the steps the management team took to progress this issue during our inspection. This will enhance the existing processes in place for ensuring children's health and well being.

Staff were aware of their responsibilities to safeguard and protect children. They had engaged in child protection training which provided them with the knowledge and understanding of child protection procedures. We advise that the manager undertake advanced child protection training to support their role as the lead child protection officer. This can further enhance the systems in place for ensuring the health, safety and wellbeing of children using the service.

Quality indicator 1.3: Play and learning

We found that staff promoted a culture within the service that focussed on promoting children's right to play through a wide range of creative and physical play experiences. One parent commented: "My child is involved in a wide variety of experiences tailored to their interest. They have a wide range of variety of both indoor and outdoor activities making it the perfect place for our child. Another parent told us: "Glasgow weather permitting, they can use the outdoor area to the rear of the building. They also enjoy the outdoor day trips that are run during the summer holiday period."

We found children had opportunities to participate in a variety of creative and active play experiences including: table football, balance step blocks, hall games, small world animal /dinosaur play, dressing up, computer games, ball games, den making, parachute games, creative activities, baking, painting, board games, climbing, sliding and friendship based games. Staff told us who promoted children's choice and independence in their play. Staff told us how they used observations of children's play to promote opportunities for their ownership of play projects and how this enhanced children's creativity. We observed children creating their own games and rules. This included imaginary play on bikes and scooters. Children were consulted and their ideas listened to informing weekly play plans. Children had lots of freedom to pursue their own play ideas during the observed session. This approach supported children's right to lead their own free play, feel confident and independent.

We observed staff interacting effectively with children and scaffolding their play. We saw some examples of effect of use of questioning which supported children to extend their thinking. All of the qualified staff we spoke to during our visit had a good understanding of the playwork principles and used this to support children's progress through planned play experiences. During term time holidays the children also had opportunities to visit Dean Castle Country Park Rural Life Centre, Heads of Ayr Farm, Calder Glen Park, Blair Drummond Safari Park, Transport Museum, Kelvingrove Park and Rouken Glen Park. Children and staff told us how they celebrated important annual cultural events including Burns Night, Chinese New Year, Mother's Day, Red Nose Day, St Patricks Day, and St. Andrews Day. The balance of organised and freely chosen extended play opportunities provided opportunities for children to develop social and physical skills, confidence and self-esteem as well as awareness of the wider community.

How good is our setting? 5 - Very Good

We made an evaluation of very good for this quality indicator as we found performance that demonstrated major strengths in supporting positive outcomes for children.

Quality indicator 2.2: Children experience high quality facilities

This was a well established after school care service within a neighbourhood centre with a wide range of resources in a good state of repair. Appropriate maintenance records were in place to ensure the safety of equipment and premises. The setting mainly comprised a large partitioned hall, secure outdoor play spaces and a large gym hall. The building was clean and there was sufficient space to meet children's play needs.

We found the environment and resources within it were effectively managed to support positive outcomes for children. We found that appropriate maintenance records were in place to ensure the safety of equipment and premises. Staff told us they adapted play spaces to meet different needs of children at different ages and stages. For example, a corner space had previously been set up for older children to have the time to socialise together. We were able to see systems were in place for maintaining and monitoring children's accidents. Staff told us that accident records were shared with the child's parents to provide reassurance that their child had been cared for by staff and to make sure there was continuity in their child's care.

The indoor environment was clean and well maintained and included a separate kitchen area for food preparation. Children were kept safe and healthy through the good infection prevention and control measures implemented by staff. Staff worked well together to identify and remove hazards in the way of children's safety. Risk assessments were completed for inside and outside the setting.

We found that the service supported children's physical activity through access to the secure outdoor play area. Children's access to the outdoor playground was considered a strength by parents. One parent commented: "They have a great outdoor play area. Resources are great my child really enjoys attending here." The playground provided space for children to engage in group games, run and develop gross motor skills. Children could play a variety of ball games and experiment with the loose parts materials which stimulated their team building, imagination and problem-solving skills. Children understood the boundaries and how to use different spaces and equipment. Team meeting minute records showed that the management team were committed to widening the range of materials available to support children's play both indoors and outdoors. This can extend the opportunities for children to learn actively through play, be creative and think critically.

We could see that robust systems were in place for ensuring the safety of children's personal information. Any stored personal information was for the purposes of delivering safe, and effective care for children.

How good is our leadership? 4 - Good

We made an evaluation of good for this quality indicator as we found performance demonstrated a number of important strengths which, taken together, clearly outweigh areas for improvement.

Quality Indicator 3.1: Quality assurance and improvement are led well

We found that the manager had a clear vision of how they wanted to take forward quality improvements within the service. We were impressed by their commitment to leading positive changes that will contribute to future improvements to the quality of children's outcomes and experiences. The manager had a sound understanding of the importance of listening to children and parents to inform the planning and development of the service.

Thirteen of the 15 parents who completed our survey agreed or strongly agreed with the statement: "My child and I are involved in a meaningful way to help develop the service." One parent commented: "I have recently joined the parents council and my kids are involved in deciding on activities and days out." Another parent told us: "They constantly ask us for feedback and are always ready to improve." Parents and carers were actively involved through the use of quality questionnaires. The manager told us how they dedicated time to analysing children's, staff and parents' contributions to any consultations and extracting the key messages, themes or ideas put forward. This helped to ensure that the improvement planning approach closely reflected the aspirations of children.

We found a range of self evaluation processes were embedded within team practices. Staff told us of the steps they had taken to listen to parents adapt their approaches to the particular needs of individual children. Children were consulted using variety of approaches including: children's meetings, staff talking and listening to the children, staff analysis of observations. We highlighted to the manager additional strategies that could be used to strengthen both parents and children's consultation in the improvement planning process. Staff told us that they took time to reflect together on their work and use this to support future planning. Staff told us they feel empowered to take forward ideas and activities. The whole staff team was committed to delivering high-quality play experiences at the heart of the improvement planning process.

The manager carried out formal one-to-one support meetings with staff. This provided an opportunity to recognise staff skills and offer a planned approach to staff's professional development.

How good is our staff team? 5 - Very Good

We made an evaluation of very good for this quality indicator as we found performance that demonstrated major strengths in supporting positive outcomes for children.

Quality indicator 4.3: Staff deployment

Throughout our inspection we found there were always sufficient staffing arrangements to support the play needs of children. There were 31 children on the day of the visit and six staff. The manager told us how they took steps to ensure that the service was appropriately staffed and recognised this as being essential to the health and safety of the children using the service. Arrangements for supporting children's movement from a range of local primary schools were well planned and appropriately risk assessed. This meant that the staffing levels in place ensured children's needs were met at these travel times. All of the parents that responded to our survey strongly agreed or agreed that the setting always had enough staff to meet their child's needs. One parent commented: "There is always a number of staff present during drop off and collection. I often observe staff being actively involved in experiences with children and at times just taking the time to talk and listen to them." Another parent told us: "There is always plenty of staff to the ratio of children." We found the staffing arrangements in place fostered children with a sense of confidence about their safety and supported their wellbeing.

We observed staff communicating well together to ensure that children experienced effective supervision across different play areas and activities. Staff had lots of time for quality engagement with children across the session. Staff told us they had sufficient support from within the team to allow for extended conversations and sharing of information with parents at pick up time. We found that staff ensured that every child felt confident and supported during their time at the service. Parents were provided with the opportunity to discuss their child's wellbeing with a staff member who knew their child well. Overall, we found that the staff deployment arrangements within the service promoted children's sense of security and helped foster positive relationships with parents and carers.

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

How good is our care, play and learning?	4 - Good
1.1 Nurturing care and support	4 - Good
1.3 Play and learning	5 - Very Good

How good is our setting?	5 - Very Good
2.2 Children experience high quality facilities	5 - Very Good

How good is our leadership?	4 - Good
3.1 Quality assurance and improvement are led well	4 - Good

How good is our staff team?	5 - Very Good
4.3 Staff deployment	5 - Very Good

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