Symington After School Club
Day Care of Children

Symington Community Hall
31 Main Street
Symington
Kilmarnock
KA1 5QE

Telephone: 01563 830389

Type of inspection:
Unannounced

Completed on:
28 February 2019

Service provided by:
South Ayrshire Council

Service provider number:
SP2003003269

Service no:
CS2005097776

About the service

The Care Inspectorate regulates care services in Scotland. Information in relation to all care services is available on our website at www.careinspectorate.com

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. Getting it Right for Every Child is being woven into all policy, practice, strategy and legislation that affect children, young people and their families.

There are eight wellbeing indicators at the heart of Getting it Right for Every Child. They are: safe; healthy; achieving; nurtured; active; respected; responsible; and included. They are often referred to as the SHANARRI indicators. We use these indicators at inspection, to assess how services are making a positive difference for children.

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

Symington After School Club is registered to care for a maximum of 24 children per session aged between 3 and 14 years. The service is provided by South Ayrshire Council and operates during the school term. The service is located within Symington Community Hall in the village of Symington.

A copy of the services aims and objectives were available. The principle aim of the service was:

'To provide high quality services and support to children and families'.

What people told us

We sent out 10 care standards questionnaires and asked the service to give them to parents of children who used the service. Prior to inspection we received four completed questionnaires. Responses in the care standards questionnaires told us that all parents agreed or strongly agreed that they were happy with the overall quality of care their child received.

During inspection we spoke with four parents who told us they were very happy with the quality of care provided. Parents told us staff provided a flexible service to families, where children were happy to attend. Parents spoke positively about the increased opportunities available for outdoor play.

As part of the inspection we spoke with a number of children attending the service. The children told us they were actively involved in making decisions and enjoyed attending the club.

Self assessment

The service had not been asked to complete a self-assessment in advance of the inspection. We looked at the service improvement plan which identified some areas for development. We gave some feedback to support the service in developing their plan further.

From this inspection we graded this service as:

Quality of care and support	6 - Excellent
Quality of environment	5 - Very Good
Quality of staffing	not assessed
Quality of management and leadership	not assessed

What the service does well

Symington After School Club had successfully created a warm, welcoming ethos for children and families. Staff were caring and nurturing in their approach, creating and ethos of trust and respect. Staff recognised that relationships lie at the heart of children's development and were working effectively with parents to promote children's wellbeing and resilience. We spoke with parents who confirmed that staff were going beyond their expected role to support children with wider issues such as bullying and online safety. Through effective partnership working with parents, staff were providing the right support to children at the right time.

The service had developed a key worker system to ensure consistency in children's care. Staff we spoke with knew children and families exceptionally well. Parents told us communication in the service was very good and spoke of their involvement in reviewing their child's care plan. We sampled children's plans and found that the voice of children and parents was evident. Comments made were positive, with parents very happy with the care and support provided.

During inspection we observed staff interacting with children. Staff's enabling approach supported children to be independent. We observed staff sitting alongside children when completing homework. Staff provided encouragement to children when appropriate and were skilled at intervening at the correct times. As a result children were able to confidently complete tasks and were proud of their achievements.

Children we spoke with told us they were happy when attending the service. Comments they made included 'the staff are nice' and 'I am happy because I get to choose what I want to do'. Regular opportunities were provided to involve children in making decisions. Examples of this included mind maps, voting, circle time approach and recording sheets for children to share their ideas. Children told us they recorded ideas daily and shared them with staff. Often these ideas were implemented favourably. In situations where staff could not action children's ideas, explanations were provided. Children accepted this and felt that staff actively listened to their opinions and valued them.

Staff made good use of space available to maximise children's experiences. Within the hall staff had set up a table for snack. This area was inviting for children and could be accessed at any time. Drinking water was readily available for children for the duration of the session.

We observed children freely directing their own play, choosing from a range of activities and resources that were easily accessible. Outdoor play was promoted through visits to the local park, tyre park, local nature walks and

through free flow access to the garden area. Parents spoke positively of opportunities provided outdoors and shared some examples of highly effective practice. One example included children being on a nature walk, choosing to collect sticks then returning indoors to hear the stickman story before creating their own stick men. Torch walks was another activity staff provided on the darker evenings to stimulate children's curiosity and sense of wonder. We sampled photographs of children's outdoor play experiences. These photographs captured children actively engaged in a wide range of fun activities.

Within the service all staff had undertaken ambassador roles to lead improvement work within the various out of school care clubs. We observed the creativity ambassador working with children during the inspection. The children were using junk materials to create models. The children worked alongside the staff member to develop their ideas. The children were eager to show off their work. We found that these roles were having a positive impact on children's experiences.

Children were very familiar with their out of school care setting and demonstrated a very good awareness of expectations and boundaries in place to keep them safe. On return from playing outdoors children washed their hands preventing any risk of cross infection. Children wore hi-vis vests when out in the community allowing staff to identify them easily. Children exhibited an excellent knowledge of road safety. Through conversations it was clear that staff were effectively supporting children to develop an awareness of risk.

Staff had a good knowledge of their roles and responsibilities in relation to child protection, enabling them to keep children safe. All staff regularly attended in-house training to keep up to date with current protection issues.

What the service could do better

Staff gathered information about children from various sources and was using this to plan support to meet children's individual needs, however plans could be further developed to track children's development and support progression. Staff should clearly identify what support is required to meet children's health, welfare and safety needs. Accurate tracking will aid staff in supporting children's progression.

The staff placed high value on recognising and celebrating children's individual achievements. Staff should now further develop how these achievements are captured and shared with children and parents. Children should be encouraged to take full ownership of their successes.

The service should create a cosy inviting space for children to access if they wish to spend time alone.

We found some children walked unaccompanied to the service after attending school activities. The service should further develop their policies and procedures to include steps staff will take to safeguard children walking on their own.

The service should continue to review and update risk assessments as required to maintain a safe environment for children.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Complaints

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

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.

Inspection and grading history

Date	Type	Gradings	
23 Nov 2015	Unannounced	Care and support Environment Staffing Management and leadership	Not assessed Not assessed Not assessed Not assessed
4 Feb 2013	Unannounced	Care and support	5 - Very good

Date	Type	Gradings	
		Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good
1 Jun 2011	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good Not assessed Not assessed
8 Jul 2009	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 4 - 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 cànain eile ma nithear iarrtas.

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.