

# Cardowan and Stepps Out of School Club Day Care of Children

Stepps Cultural Centre  
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**Type of inspection:**  
Unannounced

**Completed on:**  
25 June 2024

**Service provided by:**  
Cardowan and Stepps Out of School  
Club

**Service provider number:**  
SP2005007450

**Service no:**  
CS2003040540

## About the service

The provider of Cardowan and Stepps Out of School Care is a private provider who operates other daycare of children's services.

Cardowan and Stepps Out of School Care is registered as a daycare of children service to a maximum of 60 school aged children. The service provides breakfast care, after school and holiday sessions. The service is based within the Stepps Cultural Centre in Glasgow. They have use of identified rooms and areas within the centre. The service escorts children from a nearby primary school.

## About the inspection

This was an unannounced inspection which took place on 24 and 25 June 2024. 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 since the last inspection.

In making our evaluations of the service we:

- Spoke with a small number of children using the service
- gathered the feedback from 12 family members of children using the service
- spoke with staff and management present on the days we visited the service
- gathered feedback from two staff using a questionnaire
- observed staff practice and children's experiences
- reviewed documents.

## Key messages

- Children were very relaxed, confident and happy within the setting.
- Children independently made choices within the service, when they want a snack, if they want to play outside or stay in and play games.
- The service had worked hard to promote a family culture, this included a recent father's day tea.
- The leaders had a good understanding of the service strengths and areas where further improvements could be made.
- Staff were kind and caring, they had varied skills and experiences of being child care workers.

## 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?	4 - Good
How good is our leadership?	4 - Good
How good is our staff team?	4 - 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 evaluated this key question as good where several strengths impacted positively on outcomes for children and clearly outweighed areas for improvement.

### Quality Indicator 1.1 Nurturing care and support

Children were confident, settled and extremely familiar with the routine. The children all knew each other and staff. Children had made good friendships and were playing well together. Children told us that they liked coming to the service to play with their friends, visit the local parks and do crafts.

Staff responded to children's needs for example, if they were upset or needed help. Staff gave comfort and reassurance to children when they needed support or when they wanted to chat. Staff respected children's wishes, giving them space to play, but were near by if needed.

Children and staff interacted well, they had formed positive relationships. We did discuss that staff could be more vigilant. For example, to support the quieter children, to ensure their needs are not overlooked, especially when playing outdoors. The manager agreed to look into this and support staff.

The service had an effective induction for new families. They recognised the need to support new children and families before they joined. Settling in visits for new children were planned to ensure they were familiar with the setting before they started.

Snack time was very relaxed. It was set up for children on entry, which was in response to recent consultation with children, as they wanted to have their snack and play as soon as possible. On arrival at the service, children washed their hands and went to sit at the snack tables. They self-selected from the foods and drinks on offer. Children were self-sufficient at snack time, requiring no help from staff, but they were close by, if needed. Children sat around the table chatting about their day and made plans for the rest of the afternoon. In addition, drinks were made available throughout the session and several children helped themselves to drinks. Children were provided with healthy foods, meeting their needs.

We were informed that during the school holiday days, children brought packed lunches or hot meals were provided depending on location of trip. The staff ensured mealtimes and drinks were planned and scheduled into the outing.

Children completed personal plans, theses supported children to share details with staff on what was important to them. Children regularly added a note on their current thinking and this was shared with staff and families. A few parents felt they could be more involved in planning their child's care, however most were happy with their involvement. In addition, staff recorded any relevant information including medical needs or personal preferences. These plans could be further enhanced by including a plan on how the service supported children's wishes and preferences. To support this, they may want to ask children to completed a new all about me form, each year. This would ensure the information recorded, reflects the children and what matters to them.

### Quality Indicator 1.3 Play and learning

Children had fun being active and were engaged in play. They were able to choose if they wished to play inside or outside. They had access to a good range of materials and staff responded well to their needs and requests.

When outside, the children had various opportunities to take part in physical play. When at the near by pitches, they had fun playing ball games. When playing on the agreed culture centre grounds children enjoyed playing on scooters and play ground games such as skipping. Children also had access to a large gym hall, where they could play physical activities. Some children did suggest they would like to visit the local park more often, as it offered different play experiences.

Inside, the children choose to play various board games, chess being popular. The children were keen artists, with many children choosing to draw. This supported children's interests in creativity and to use their imaginations.

Staff regularly reviewed the daily activities. This was to ensure they met the children needs. In response to children's wishes they had added more soft furnishings and a book area. Children wanted a space to read books and relax.

Holiday care provided children with a well thought out summer programme. One parent shared that it would be good to have the programme to allow children to select which trips they wanted to attend, before booking days. We agreed. However, children's ideas had been included in the programme. There was a good balance of trips to various parks and lochs, adventure playgrounds and indoor places of interest like cinemas. They did have days where they stayed at the base to have craft days and baking days. The children were looking forward to the summer programme.

## How good is our setting?

**4 - Good**

We evaluated this key question as good where several strengths impacted positively on outcomes for children and clearly outweighed areas for improvement.

### Quality Indicator 2.2 Children experience high quality facilities

The building was well maintained and had janitorial staff maintaining it daily. The building was secure and monitored. The service had a designated entrance that staff monitored and welcomed parents. We saw parents coming into the service to collect the children.

The entrance lead into one of the two playrooms. At the time of the inspection, due to changes within the centre, the two rooms were not being used as playrooms, as they were being used to store materials. The children were mostly being cared for in the large hall and outdoors. This provided ample space. The provider should ensure that they notify the care inspectorate of planned refurbishments or changes to the premises.

Children had access to suitable toilets both inside the gym hall and in the corridor if needed. Children followed good hand hygiene and accessed toilet facilities with ease.

The gym hall was a large open space. Before children arrived, staff set up the rooms with various activities, in response to children's current interests. The large room was divided with a book corner, tables and chairs for table top games, art activities and snack area. The remainder of the gym hall was clear with some mats, for children to enjoy various physical play.

Outdoor areas were within the centre grounds. To the front, they had access to a mono block area which was spacious and good for the scooters and chill out areas. They could access the fenced pitch area, if they wished. Children had daily access to outdoors and enjoyed lots physical activity.

The service seems to have a good range of materials for the children. There were no concerns with the premises. However, staff need to remain vigilant when outdoors, positioning themselves, as it is an open space and is not secured.

## How good is our leadership?

4 - Good

We evaluated this key question as good where several strengths impacted positively on outcomes for children and clearly outweighed areas for improvement.

### Quality Indicator 3.1 Quality assurance and improvement are led well

The service was provided by a small staff team. The manager worked alongside the team, providing care and support on a daily basis. The staff team was of mixed skills and experience working in child care. The manager working with them daily, had helped them to create a positive working environment and created a shared vision.

Staff held regular meetings and had daily discussions to ensure they were all well informed about the service. They reflected on how well things were going, planned daily experiences and agreed roles and responsibilities. Staff were reflective, in that they evaluated the children's experiences and new learning from training events.

The service had effective systems in place to ensure it met the children and families expectations. They gathered feedback through daily discussion and questionnaires. In addition, they had introduced a suggestion box, made by children. This was to ensure feedback can be provided at anytime. The majority of parents provided us with positive feedback about the service. One parent told us the service was 'Great value for money and times available. Fantastic for working parents with holiday club too.' However, a few parents shared that they felt improvements could be made. For example, by not tidying up as early, providing more time for children to play, less movies and more variety for outdoor play.

Quality assurance systems were in place to help ensure a high quality service was provided. The manager audited systems to ensure they were meeting legislation and identify if any, where improvements could be made. The service development plan demonstrated areas they had identified for improvement and action taken to address these. We did discuss that to further support self-evaluation they could find more information on the care inspectorate Hub. For example, in how to gather data to measure success.

The service had identified, and been successful at, improving various elements of the service. One being to encourage dads to become more involved in the service and for staff to build better relationships with them. They had started with a father's day tea. Attendance at this event had succeed their expectations. It has inspired them to continue to build on this. Another had been to improve the snack time, by having it set up and accessible to children on arrival, snack was now running more smoothly and more children were eating.

## How good is our staff team?

4 - Good

We evaluated this key question as good where several strengths impacted positively on outcomes for children and clearly outweighed areas for improvement.

### Quality Indicator 4.3 Staff deployment

Adult to child ratio's were being followed. We found that staff were deployed well throughout the service. They interacted well with each other, to ensure they knew their roles and responsibilities for the day. When children were outside playing, staff deployment could have been better. For example at times, staff positioning to supervise the large space could have been better and they need to have a system in place to ensure staff know how many children are in attendance, especially as children start to go home.

We attended a school pick up. Staff were well informed about safety measures when collecting and transporting children. For example, knowing what to do if a child was not at school for collection. Staff were vigilant during school collections, for example, they ensured children's safety whilst crossing roads.

Staff reflected on learning following training and development. They used new learning to improve their practice and outcomes for children. Some staff were due to start new qualifications in child care and were looking forward to this. The staff team worked hard to provide a high quality child care service. Good team work, continuing to be reflective and plan ways to improve the service should help them to achieve this.

## What the service has done to meet any areas for improvement we made at or since the last inspection

### Areas for improvement

#### Previous area for improvement 1

The provider and staff should further develop children's personal plans. Consideration should be given to:

- Recording date of when plan was put in place. This is to evidence that it was in place within the required timescale.
- Reviewing children's all about me records on a yearly basis to ensure information recorded reflects their current likes and interests.
- Recording observations to evidence children's learning and development and how staff intend to support their next steps.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that: "My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices." (HSCS 1.15)

**This area for improvement was made on 18 January 2019.**

#### Action taken since then

Personal development plans were in place for each child. They had been improved since the last inspection, they were more child centred with child's photo and lots of personalised information about child being recorded by them on the front cover and in the six monthly reviews.

The plans informed staff of children's medical care plans or other health needs. They included a record of discussions with families and details staff need to be aware of/ or support. Six monthly reviews were recorded. Information was shared with parents/families of what the children enjoyed and taken part in. Further development could be in the reflection on how the service planned to support children's needs. The manager agreed to take this forward.

**As a result, this recommendation had been met.**

## Previous area for improvement 2

In order to further improve practical and written procedures that contribute to safer recruitment practices the provider should ensure a consistent approach is applied in line with best practice. Consideration should be given to:

- Consistent use of the same application form for each candidate that includes clear referee details including their position.
- Details of when references were sent and received. Details of changes to references requested and reason.
- Details of when Protection of Vulnerable Group (PVG) was sent and received. Details of action taken and by whom, if PVG is unsatisfactory.
- Recording dates on all recruitment records.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state that: "I am confident that people who support and care for me have been appropriately and safely recruited." (HSCS 4.24)

**This area for improvement was made on 18 January 2019.**

### Action taken since then

We reviewed two staff files, we found that each file contained similar information. This included front cover to track information, application forms, interview notes and required references.

We found not all the information to be recorded but it was presented, confirming safer recruitment procedures had been followed. The manager agreed that the folders and records should be completed accurately to reflect the whole process. The front sheets should record all information including date of Protection of Vulnerable Group (PVG) being returned and if any action needed.

**As a result, this recommendation had been met.**

## 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).



## 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	4 - Good

How good is our setting?	4 - Good
2.2 Children experience high quality facilities	4 - 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?	4 - Good
4.3 Staff deployment	4 - Good

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