

# Big Voices Mobile Creche Day Care of Children

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**Type of inspection:**  
Unannounced

**Completed on:**  
12 March 2025

**Service provided by:**  
Big Voices Childcare Services Ltd

**Service provider number:**  
SP2022000167

**Service no:**  
CS2022000260

## About the service

Big Voices Mobile Creche is registered as a daycare of children service. It is registered to provide a care service to a maximum 20 children from 6 weeks to 14 years at any one time. For children under 2 years a 1 adult to 3 children ratio is applied, for children 2 years to 3 years 1 adult to 5 children and for children 3 years and over 1 adult to 8 children if the children attend more than 4 hours per day or 1 adult to 10 children if the children attend less than 4 hours. If all children are over 8 years old, 1 adult to 10 children applies throughout the session.

The mobile creche is provided alongside groups and classes for families to attend. The creche is provided from various locations that staff risk assess and ensure is a suitable space to use. Equipment and resources were set up daily based on the needs of the children attending the creche.

## About the inspection

This was an unannounced inspection which took place on 10 and 11 March 2025. We provided feedback using the Teams app on 12 March 2025. The inspection was carried out by one inspector from the Care Inspectorate. We visited one creche venue that was being provided when parents were attending an English for Speakers of Other Languages (ESOL) course.

To prepare for the inspection we reviewed information about this service. This included registration information, information submitted by the service and intelligence gathered from any regulatory activity. This was the first inspection of the service.

In making our evaluations of the service we:

- spoke with people using the service and parents
- spoke with staff and management
- observed practice and daily life
- reviewed documents.

## Key messages

- Staff were warm, welcoming and friendly. They offered a nurturing approach to families attending the mobile creche.
- Children were playing and having fun. They were engaged in the experiences provided.
- The creche was safe, secure and well-maintained with a range of high quality resources.
- Personal plans should have more information where children have a medical condition.
- Management should continue to review and develop systems for quality assurance to ensure they are effective.

## 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 important strengths, taken together, outweighed areas for improvement.

### Quality indicator 1.1: Nurturing care and support

Staff were friendly, caring and nurturing. They had built positive relationships with the people using the service. Some children came to the creche as their first experience of being away from family, and staff had recognised this and worked closely with families to form bonds with children and establish good connections and relationships.

A lot of the children attending the creche needed additional support with communicating due to English being an additional language. Visual aids and strategies to support children to communicate would be helpful for supporting transitions and allowing children to learn routines.

The service used an online app called Famly to share important information with parents. This meant that information relating to children's care was easily accessible and regularly updated. Another factor with using the online platform meant that parents could, if required, translate important information, making it more accessible.

Staff attended core training including child protection training. Staff shared with us what they would do if they had concerns about a child in their care and the procedures they would follow and how they would record concerns and pass on information. There were good open channels of communication within the service and this contributed to good relationships to keep children safe.

Where children required medication there were policies and procedures in place to ensure the safe storage and administration of medicine. Staff should be clear with families when children are being inducted into the service and have written records of medical needs in case of emergency.

The children enjoyed a healthy snack during the session. Staff had gathered key information about children's dietary requirements within the personal plans. Children could have further opportunities to serve snack sitting alongside staff.

### Quality indicator 1.3: Play and learning

Children could choose from a range of high quality resources and toys that sparked their interest and curiosity. Planning for children's play was based on their individual needs and interests. Parents and children were invited to share their interests before a creche block started through the personal plans. This meant that staff had a baseline for planning activities and resources to meet the needs of children. There was a physical area set up at the entrance of the playroom to initiate play as children entered. Through observations of children's play and information gathered, staff knew that children would enjoy this and be engaged. This helped to settle children and supported transition.

For some children this was their first experience of being in a play setting and staff took an individual approach to each child to ensure that they felt safe, relaxed and comfortable in the play environment. They provided resources where children had a particular interest. Staff could see progression in children as they became more settled in the environment and they shared this on the Family app which allowed parents to see the positive impact of their attendance at the creche.

One of the main focuses was communication and engagement. Staff provided a range of activities that had an inclusive approach for children to play in small groups. There was also a range of experiences to promote literacy and numeracy. To extend children's experiences, more opportunities for open ended play such as loose parts, more imaginative opportunities including arts and craft materials that allow for more creativity and are adaptable as children's interests change. To further extend children's play they could look at access to digital technology to extend play and learning.

## How good is our setting?

4 - Good

We evaluated this key question as good, where several important strengths, taken together, outweighed areas for improvement

### Quality indicator 2.2: Children experience high quality facilities

The service was based within a shared space which they adapted to meet the needs of the children attending the creche. Play spaces were assessed by the management on their suitability before creches commenced. Spaces used were assessed for being safe, meeting infection control guidance and were fully risk assessed before children attended. There was a daily set up and put away plan and this allowed safety checks to be completed. Staff were proactive in ensuring children were safe and took action if a venue had any issues that needed to be resolved.

The creche was safe, secure, well-ventilated with plenty of natural light and had a secure door. Areas children had access to were clean and well maintained. There was enough space to meet the needs of the children including a space for large physical play, a play tent for children to explore and they could also access a range of age appropriate toys and resources. They had set up messy play and painting and ensured that children accessing could safely use resources based on their individual needs.

Toys and resources were brought to the venue by staff daily and they were chosen based on children's interests where possible and their age and stage of development. There were enough high quality resources to create an exciting and challenging play space for varied age ranges of children. Toys were cleaned and packed away at the end of each creche and checked by staff to ensure they were in a good state of repair. They had clear procedures in place for maintaining resources. They also had good links with landlords to ensure that spaces they were using were safe and free from risk. Due to the nature of the service we visited, there was limited access to outdoor play. This changed across the venues based on the creches provided.

There was a snack provided during the creche and staff ensured that they followed best practice in relation to infection control. There was good handwashing practice. Tables were cleaned and children were well-supported with any personal needs.

## How good is our leadership?

4 - Good

We evaluated this key question as good, where several important strengths, taken together, outweighed areas for improvement.

### Quality indicator 3.1: Quality assurance and improvement are led well

The service had a clear vision, values and aims that showed commitment to developing and improving the service for families. All staff and the provider contributed well throughout the inspection process with an openness and commitment for their improvement journey. The ethos of the service was to give children a 'big voice'. They had a clear ethos of being a rights respecting service and children and families were at the heart of what they provided. The service was part of the wider community. They provided creche facilities for children whose parents were attending groups, English classes or conferences. This meant that families were supported by having access to quality childcare facilities where children were safe and were able to play and learn.

The organisation was working towards the Achieving Quality Scotland award with the Scottish Out of School Care Network (SOSCN), this is a framework developed to support services through periods of change and improve their practice. The organisation was well on its way to completing the framework. This was an important piece of work that allowed the service to measure the quality aspects within the service and create action plans based on where they wanted to develop and improve. They should now separate their improvement planning and quality audits to ensure they are more focused and targeted to affect change. This will contribute further to quality assurance being led well and staff, families and stakeholders will have a more focused role in affecting change.

## How good is our staff team?

4 - Good

We evaluated this key question as good, where several important strengths, taken together, outweighed areas for improvement

### Quality indicator 4.3: Staff deployment

There were enough staff available to meet the needs of children at the creche. The service had allocated staff based on the potential amount of children that could attend a creche. The creche we visited had a low number of children meaning a high staff to child ratio. There was also an allocated manager to each creche to ensure the service was well led. The service was committed to ensuring children were offered a quality experience at each creche. As a wider organisation, access to relief staff ensured that when a creche has to be covered by additional staff they could offer some continuity. Where possible, any changes to staff were shared with families using the Famly app, this meant they knew in advance who would be caring for their child.

Staff positioned themselves well with the children. As they had built relationships, they knew when children needed space or when they were seeking comfort from an adult. The children were happy and settled in the company of the staff. Staff were vigilant of children moving around the building and they were on hand to support children and extend their play and learning.

Staff shared positive feedback about what it was like to be part of the creche team. They felt well-supported by the provider. There were good open channels of communication and lots of opportunity for personal development. Staff brought a range of skills to the team, this meant that children were supported by a skilled team who understood the diverse needs of the families attending the service. As part of the ongoing development of the service, further opportunities for meeting as a team will allow opportunities for peer reflection and collaborative working.

We looked at how the service safely recruited staff into the service. They followed best practice in relation to gathering references, completing safer recruitment checks and registering staff with suitable regulatory bodies. The provider should ensure the safe storage of data in relation to safer recruitment to ensure that there is evidence to support their decision for employment.

## Complaints

There have been no complaints upheld since the service registered. Details of any 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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