

Care and Social Services Inspectorate Wales

**Children Act 1989
(as amended by the Care Standards Act 2000)**

**Inspection report
Out of school care**

Ezeeeplay Holiday club

Unit 1
Wern Trading Estate
Rogerstone
Newport
NP10 9FQ

Date of publication 10 September 2009

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Care and Social Services Inspectorate Wales

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Name of setting:	Ezeeeeplay Holiday club
Contact telephone number:	01633 894488
Registered Person/Responsible Individual	Tracey Bancroft
Person in charge:	Jae Morgan
Number of places:	32
Date of this visit:	21 August 2009
Dates of other relevant contact since last report:	
Date of previous report publication:	First Inspection
Inspected by:	Marilyn Jones

Guidelines on inspection

Introduction

This report has been compiled following an inspection of the setting undertaken by the Care and Social Services Inspectorate Wales (CSSIW) under the provisions of the Children Act 1989 and associated regulations.

The primary focus of the report is to comment on the quality of care and protection experienced by the children.

The report contains information on how we inspect and what we find. The report is divided into eight distinct parts reflecting the broad areas of the National Minimum Standards.

CSSIW's Inspectors are authorised to enter and inspect registered child care settings at any time.

Inspection enables the CSSIW to satisfy itself that continued registration is justified. It ensures compliance with:

- The Children Act 1989 (as amended by the Care Standards Act 2000) and associated Regulations, whilst taking into account the National Minimum Standards for this type of registered setting
- The setting's own Statement of Purpose

At inspection (which in the main are unannounced), CSSIW tries to capture the views and experiences of service users by means of questionnaires for the parents/carers and staff, engagement with children who use the setting as well as information drawn from the provider's own self-assessment.

Readers must be aware that a CSSIW report is intended to reflect the findings of the inspector at a specific period in time. Readers should not conclude that the circumstances of the service will be the same at all times.

The Registered Person is responsible for ensuring that the service operates in a way which complies with the service specific regulations. CSSIW will comment in the general text of the inspection report on their compliance. For those regulations which CSSIW believes to be key in bringing about change in the particular service, they will be separately and clearly identified in the requirement section.

As well as listing these key requirements from the current inspection, requirements made by CSSIW since the last inspection, which have been met and those which remain outstanding are included in this report. The reader should note that requirements made in last year's report which are not listed as outstanding have been appropriately complied with.

Where key requirements have been identified, the Registered Person is required under Regulation 3C (Compliance Notification) to advise in writing, the appropriate regional office of the completion of any action required by CSSIW.

The regulated service is also responsible for having in place a clear, effective and fair complaints procedure which promotes local resolution between the parties in a swift and

satisfactory manner, wherever possible. The annual inspection report will include a summary of the numbers of complaints dealt with locally and their outcome.

CSSIW may also be involved in the investigation of a complaint. Where this is the case CSSIW makes available publicly a summary of any matters it has been involved in together with any action taken by CSSIW.

If you have concerns about anything arising from the Inspector's findings, you may wish to discuss these with the CSSIW or with the registered person.

The Care and Social Services Inspectorate Wales is required to make reports on registered facilities available to the public. Most reports are public documents and will be available on the CSSIW web site:

www.cssiw.org.uk

Summary

Ezeeeplay Holiday club took place every school holiday in the Ezeeplay activity centre. The inspection was unannounced following completion of a self assessment form, (SAF), by the responsible individual and questionnaires completed by staff and parents. All of the required policies had been put into place prior to registration and only revised documents were seen at this inspection. The inspection centred on the perusal of everyday records, observation of the care of the children and talking to the responsible individual, staff and children.

There were 11 children present on the day of inspection, including 2 children with special needs who interacted well with the other children.

There was a detailed parent handbook, which included all of the policies of the club. The registration certificate was displayed in the entrance hall.

The premises was seen to be secure and suitable for use as a holiday club. Floor mats and settees provided children with rest areas. There was no outside playing space but the children used the Ezeeplay activity centre every day and were taken out regularly to local parks and places of interest in Newport, Cwmbran and Cardiff. When they were out of their main play room, the children all wore High Viz vests, so that they stood out as a group.

All meals were prepared in the main centre kitchen by the cook. There was a good range of activities available in the children's club. There were planned events during the school holidays and the children were also able to have some input into the activities and outings. Every week specialists came into the club to give sessions of drama, dance and football.

The person in day to day charge of the children was a qualified nursery nurse and teacher. All staff directly caring for the children had an enhanced certificate from the Criminal Records Bureau, (CRB). There were three staff with current first aid certificates and there were others in the Ezeeplay activity centre.

The responsible individual had completed a premises and safety checklist as part of her pre inspection documentation and confirmed that the setting was a safe environment for minded children.

All of the Childminding and Daycare (Wales) Regulations 2002 were met in full but one action was required in order to meet the amended Care Standards Act 2000 and the Children Act 1989 (Regulatory Reform and Complaints) (Wales) Regulations 2006. The responsible individual had completed a review of the service but had not written a report of this.

Choice of service

Inspector`s findings:

There was a detailed parent handbook, which included all of the policies of the club. The registration certificate was displayed in the entrance hall.
 Parents completed contract and registration forms before their child started in the out of school club.
 The responsible individual had reviewed the service in September and May, following school holidays by asking parents to complete a questionnaire. No report had been written following these reviews.

Requirements made since the last inspection report which have been met:

Action required	When completed	Regulation number

Requirements which remain outstanding:

Action required (previous outstanding requirements)	Original timescale for completion	Regulation number

New requirements from this inspection:

Action required	Timescale for completion	Regulation number
Write a report on the review of service.	20/10/09	3A (3) (a)

Good practice recommendations:

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Planning for individual needs and preferences

Inspector`s findings:

There were some children with special needs attending the club and they were seen to mix well with the other children. Parents stated on the questionnaires completed for CSSIW as part of the inspection that they were pleased on how well their child had settled into the group. The responsible individual stated that she would apply for one to one funding if this was needed for a specific child.

When the child attends for the first time, staff take a photograph which is kept on the child's file and the child is given an induction to the club, which includes the club's ground rules and showing the child around the premises.

All appropriate records were in place for the children. Parents completed an application form choosing the days that were required during the school holiday. Children must be booked in a minimum of the day before to ensure that staff ratios could be maintained.

Requirements made since the last inspection report which have been met:

Action required	When completed	Regulation number

Requirements which remain outstanding:

Action required (previous outstanding requirements)	Original timescale for completion	Regulation number

New requirements from this inspection:

Action required	Timescale for completion	Regulation number

Good practice recommendations:

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Quality of life

Inspector`s findings:

There was a good range of activities available in the children's club. There were planned events during the school holidays and the children were also able to have some input into the activities and outings. There were always DVDs to watch and a game boy available for the children alongside craft activities, cooking and a variety of games to play. Children were taken out several times a week to local parks, Tredegar House and Park, Roath Park, Re-create, Newport Museum and library, Newport Play Day and bowling in Cwmbran. They were hoping to have an end of holiday trip to Barry Island the following week.

At some time during the day, the children go into the activity centre to play on the kit for half an hour. Club staff reserved a table as a base where fresh water was available for the children.

Every week specialists came into the club to give sessions of drama, dance and football. During the inspection, the children made their own lunch of beefburgers, which the cook then cooked for them in the centre kitchen.

Requirements made since the last inspection report which have been met:

Action required	When completed	Regulation number

Requirements which remain outstanding:

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New requirements from this inspection:

Action required	Timescale for completion	Regulation number

Good practice recommendations:

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Quality of care and treatment

Inspector`s findings:

There were no behaviour issues seen with the children during the inspection. They were all seen to be polite and well mannered and there was a good social interaction with each other and with the adults present.

Permission forms were available in the parents pack if medication was required to be administered while the child was in the club. One child present used his inhaler himself when it was required.

Meals were cooked in the Ezeeeplay kitchen. Some meals were linked to a theme, e.g. "American Day" on the day of inspection, when the children had burger and fries, followed by waffles and ice cream. They had also had spaghetti bolognaise for an Italian Day and roast chicken for an England Day. The children also had to say something relevant to that country. On other occasions the children could choose what they wanted from the main menu. Children were able to have breakfast when they arrived. They had a snack at 10 o'clock of toast and drop pancakes, which most children chose to spread with chocolate spread. Baguettes and finger food were offered for tea. When children went out they took a picnic. Plates of fresh fruit were available to the children throughout the day for them to help themselves.

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Action required	When completed	Regulation number

Requirements which remain outstanding:

Action required (previous outstanding requirements)	Original timescale for completion	Regulation number

New requirements from this inspection:

Action required	Timescale for completion	Regulation number

Good practice recommendations:

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Staffing

Inspector`s findings:

The person in day to day charge of the children was a qualified nursery nurse and teacher. Her main assistant had no relevant qualification. Other staff were also available on site with teaching, playgroup and playwork qualifications. All staff directly caring for the children had an enhanced certificate from the Criminal Records Bureau, (CRB). There were three staff with current first aid certificates and others were on site.

Requirements made since the last inspection report which have been met:

Action required	When completed	Regulation number

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New requirements from this inspection:

Action required	Timescale for completion	Regulation number

Good practice recommendations:

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Conduct and management of the service

Inspector`s findings:

The holiday club had a staff ratio of 1 to 8 children. On the day of inspection, there were 11 children present and 2 staff, a female and male. The responsible individual noted on the SAF that there were normally 16 children attending each session. Additional staff were available when the numbers rose above 16. There was a key person in place for the under 8's.

Equal opportunities and anti discrimination was practised through the sessions and with the activities and books. Free play sessions were seen to be child-led.

Staff were seen to have a good relationship with the parents and time was given to them on arrival and collection.

There was public liability insurance in place which was due for renewal in December 2009.

22 questionnaires were issued to parents on behalf of CSSIW, prior to the inspection. Four of these were returned and all showed positive responses. Additional comments included *"I know that the lads have a really enjoyable time – they always seem to have fun and love bringing home the things they make."* *"My child is very quiet and doesn't mix well but he has come home talking about friends and excited about his day. I am very happy with the help and support he has had."*

The club is hoping to extend to before and after school in 2010 and the responsible individual is aware that she must notify CSSIW of the additional opening hours.

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New requirements from this inspection:

Action required	Timescale for completion	Regulation number

Good practice recommendations:

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Complaints and protection

Inspector`s findings:

A full complaint policy was in place for the holiday club and no complaints had been received about the service offered.

There were no child protection issues and 6 staff had taken child protection training.

Requirements made since the last inspection report which have been met:

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Requirements which remain outstanding:

Action required (previous outstanding requirements)	Original timescale for completion	Regulation number

New requirements from this inspection:

Action required	Timescale for completion	Regulation number

Good practice recommendations:

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The physical environment

Inspector`s findings:

The premises was seen to be secure and suitable for use as a holiday club. Floor mats and settees provided children with rest areas and a selection of DVDs were available.

Children also brought in DVDs from home.

There was no outside playing space but the children used the Ezeeplay activity centre every day and were taken out regularly to local parks and places of interest in Newport, Cwmbran and Cardiff. When they were out of their main play room, the children all wore High Viz vests, so that they stood out as a group.

All meals were prepared in the main centre kitchen by the cook.

Children were always accompanied to the toilets as they were also used by the public.

Risk assessments were in place for the setting and for all outings.

Gas and electrical fittings were checked every year.

A fire drill took place every week and this was recorded in a log. The club register was kept by the fire exit so that it was to hand.

Parents gave written consent for outings off the premises and a mini bus was hired for these trips.

The responsible individual had completed a premises and safety checklist as part of her pre inspection documentation and confirmed that the nursery was a safe environment for minded children.

Requirements made since the last inspection report which have been met:

Action required	When completed	Regulation number

Requirements which remain outstanding:

Action required (previous outstanding requirements)	Original timescale for completion	Regulation number

New requirements from this inspection:

Action required	Timescale for completion	Regulation number

Good practice recommendations:

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