

East Neuk Kids Out Of School Club Day Care of Children

Anstruther and District Bowling Club
Crail Road
Anstruther
KY10 3EL

Telephone: 01333 312281

Type of inspection: Unannounced
Inspection completed on: 22 July 2016

Service provided by:
East Neuk Kids After School Club
Management Committee

Service provider number:
SP2006008159

Care service number:
CS2003007559

About the service

East Neuk Kids Out of School Club has been operating since 2004 and was registered with the Care Inspectorate when it came into operation in 2011. The service is provided by East Neuk Out of School management committee to provide a care service to children from four years to 16 years, of whom one may be age 14 to 16 years. Children age 4 years may only be cared for in the summer holidays preceding their entry into primary school or if they actually attend primary school.

The club operates from the Bowling Club Hall in the centre of Anstruther, close to the local primary school and adjacent to local parks and sport areas. The service is currently providing care after school and during the school holidays as needed. Aims of the service include providing reliable childcare and meeting individual needs of families.

What people told us

There were five children present on each day we visited the service. Children were extremely relaxed and confident with the staff and other children. They were all happy to be involved in the inspection process and provided us with some valuable information. They told us about their committee, which met regularly to discuss ideas and suggestions about how the club could be better. They said that they were enjoying the holidays, having fun on many outings and making good use of the parks and areas of interest around them. They thought the staff were fun and helped them to organise and access interesting activities. They told us there was a lot of fun and interesting games, toys and activities they could access. They liked that they were able to influence what happened on a day to day basis, and felt very involved in the planning and development of the service.

One child completed our Care Standard Questionnaire. They responded positively about the service and told us that the club staff listened to their opinions and that they were saving up to choose new toys and games.

Ten parents/carers completed our Care Standard Questionnaire and we also spoke with parents during our visit. Parents were also extremely pleased with the service provided. Parents told us staff were approachable, friendly and welcoming. They said their children enjoyed attending the club. One parent thought that the move to the premises at the bowling club had been extremely positive and provided the children with better opportunities to use outdoor space.

Comments included:

"My children have used the service for seven years and they still really enjoy their sessions. The club feels part of the family and we are really grateful to all staff."

"My son loves the after school club. He has many friends there and is very confident. Joe is fantastic with the kids."

"This is an excellent club. Staff consult regularly and the children make the decisions, recently regarding summer activities. My son loves the club and staff and he never wants to come home. I can feel safe in the knowledge that they know him well and work tirelessly to meet his needs."

Self assessment

As requested by us a completed self assessment was received prior to the inspection. Information from this was used during the inspection. The service had highlighted their good practice and had identified the improvements that they were working on.

From this inspection we graded this service as:

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

What the service does well

Children had fun and enjoyed their time at the club. Support for children was very good as staff were knowledgeable about them and provided a challenging and exciting programme of activities. Children had opportunities to access local sports clubs, such as the bowling and tennis club because staff organised time for children to use the service, had visitors to teach them the sport and provided equipment so children could play.

The staff were very good at involving the children in planning and developing the service. A children's committee met regularly and its members including the chairperson, were elected by the children attending the club. The chairperson met with the providers and staff regularly and advised of the minutes of their meetings. This contributed to children's voices being heard and allowed them to be influential in the development of the service. Children told us they felt respected and listened to and that many of their ideas were included in plans within the service. They enjoyed the challenge the committee provided and thrived on the responsibility.

Children also benefitted from regular outings to local areas of interest to develop their knowledge of the community and the area around them. During holidays they made use of local transport scheme to take them further afield. Children enjoyed trips to Sealife Centre, the Secret Bunker as well as local beaches and fruit farms, allowing them to be active whilst in learning and exploring environments.

Providers, management and staff ensured the development of the service through meeting regularly and establishing strategic and operational plans which each could follow, ensuring that ideas and suggestions did not get overlooked. Management and staff were making good progress of plans including the development of the successful children's committee. They were committed to fulfilling the plans and ensured parents and children could see what plans were by displaying them within the centre.

The manager and assistant manager effectively shared responsibilities and monitoring of the quality of the provision. Regular appraisal, supervision and meetings enabled them to identify staff training and learning needs. Parents were complimentary about the service provided and commented that they found staff professional, approachable and caring.

What the service could do better

The assistant manager explained that the service had recently developed and introduced new Log Books for recording children's information and development information. They planned to continue to review and develop these to meet the needs of families using the service and ensure they provided relevant and useful information.

The service also had plans to develop outdoor play such as mud garden and growing areas. They had started to put this together and should work with the management and children's committees to ensure it is developed and completed.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Complaints

Please see Care Inspectorate website (www.careinspectorate.com) for details of complaints about the service which have been upheld.

Inspection and grading history

| Date | Type | Gradings | |
|-------------|-------------|---------------------------|--------------------|
| 23 Mar 2015 | Unannounced | Care and support | 4 - Good |
| | | Environment | 4 - Good |
| | | Staffing | 4 - Good |
| | | Management and leadership | 4 - Good |
| 26 Mar 2012 | Unannounced | Care and support | 4 - Good |
| | | Environment | Not assessed |
| | | Staffing | 4 - Good |
| | | Management and leadership | 4 - Good |
| 20 Jan 2011 | Unannounced | Care and support | 4 - Good |
| | | Environment | 4 - Good |
| | | Staffing | 4 - Good |
| | | Management and leadership | 3 - Adequate |
| 15 Mar 2010 | Unannounced | Care and support | 3 - Adequate |
| | | Environment | 3 - Adequate |
| | | Staffing | 2 - Weak |
| | | Management and leadership | 1 - Unsatisfactory |

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