



## Quality of Staffing, Management & Leadership Inspection Report Sessional & Full Day Care

<b>Name of Service:</b>	Tiddliwinks playgroup
<b>Address of Service:</b>	68 Groomsport Road
	Bangor
<b>Postcode:</b>	BT206NE
<b>Telephone No:</b>	07929465421
<b>Name of Registered Person:</b>	pamgibb@sky.com
<b>Name of Manager:</b>	Gillian Cassidy
<b>Days service provided:</b>	Monday -Friday
<b>Hours service provided:</b>	9AM- 12PM

<b>Type of Service</b> (please tick as appropriate)	<b>Full Day Care</b>	<b>Play-group</b>	<b>Crèche</b>	<b>After School</b>	<b>Other (please advise)</b>
		X			
	<b>Private</b>	<b>Not for Profit</b>	<b>Other</b>		
		X			

	<b>Age Range</b>	<b>Number of Children Registered for</b>	<b>Number of Children Present</b>	<b>Number of Staff Present</b>
Room 1	2 years 10 months - statutory school age	26	16	4

<b>Name of Inspector:</b>	Claire Goldring
<b>Date of inspection:</b>	15.06.2023

The following inspection was carried out by the Early Years Team,  
Southern Health & Social Care Trust

Under the Children (NI) Order 1995 settings are required to be registered with their local Trust if they provide a service as a day nursery, crèche, playgroup, out of school club or holiday club.

The Trust is then required to inspect the setting at least once per year. The setting is required to adhere to the requirements of their registration certificate and to the Childminding and Day Care for Children under Age 12 - Minimum Standards. The Standards contain a number of Quality Areas. The Standards can be downloaded at [www.dhsspsni.gov.uk](http://www.dhsspsni.gov.uk)

### Service Improvement

The following are the definitions used when inspectors make a requirement for compliance or a recommendation for improvement

- **Requirement for Compliance**

A requirement for compliance is a statement which sets out what the Registered Provider **must** do to improve the outcomes for people using the service. It will be linked to a non-compliance of a condition of registration and/or legislative requirements or regulations, and/or the Childminding and Day Care Minimum Standards for under 12 (July 2012) and Implementation Guidance.

- **Recommendations for Improvement**

A recommendation for improvement is a statement which sets out the actions a registered provider should take to improve or develop the quality of the service. It will be linked to the Childminding and Day Care Minimum Standards for Children under 12 (July 2012) and accompanying Implementation Guidance; Regional or National guidance issued by other professional bodies associated with day care provision and/or Best Practice guidance.

### Inspection Details

The Minimum Standards document contains four Quality Areas which all providers are expected to meet.

These are:

- **Quality of Care;**
- **Quality of Staffing, Management and Leadership;**

- **Quality of the Physical Environment;**
- **Quality of Monitoring and Evaluation.**

The Inspection process operates on a 4 year cycle. **Each year** the Health and Social Care Trust will inspect each registered setting on **1 of the 4 Quality Areas**. This means that all 4 areas will have been inspected in a 4 year period

This was an announced inspection assessing the Minimum Standard quality area of **Staffing, Management and Leadership**.

The quality of staffing, management and leadership impacts directly and indirectly on children's care. Strong, competent and effective management means efficient running of a setting and high standards set for others. Staff who are happy in their role, secure in the knowledge of their responsibilities and well-trained to deal with all aspects of their job provide an environment where children can thrive. A culture of professional, reflective practice and a willingness to challenge practice is vital. A whole-team approach and ownership of the setting is key to ensuring a safe, high-quality service for children, parents and families.

Safeguarding has been placed at the start of this section as safety is at the centre of a quality service.

These Standards will help reassure parents that their children are receiving quality care in a safe environment.

**Standard 1 Safeguarding and Child Protection** is included in all Inspections.

This inspection considered the following standards.

- **Safeguarding and Child Protection (Standard 1 )**
- **Management and Monitoring Arrangements ( Standard 10)**
- **Organisation of the Setting (Standard 11)**
- **Suitable Person (Standard 12)**

### **Self-Evaluation**

As part of the Inspection process all registered day care providers are required to complete and submit a Self-Evaluation Form prior to the Inspection which provides information on how they operate their service. This is a component part of the overall inspection process.

The Self-Evaluation tells the Health and Social Care Trust how a Provider views the performance of their service. It also sets out how a Provider meets specific criteria within some of the Standards. Providers are encouraged to be open and honest, sharing all appropriate information as part of the Self-Evaluation process. Providers are asked to confirm the information they submit is complete and accurate.

By completing the Self-Evaluation, providers will reflect on practice and therefore engage in the inspection process.



**Previous Inspection**

<b>Date of previous Inspection:</b>	16.06.2022
<b>Quality Area Inspected:</b>	Quality of Care part 2

**Progress from previous Inspection**

<b>Requirements for Compliance with Legislation and the Minimum Standards</b>
<ul style="list-style-type: none"> <li>All requirements for compliance have been completed.</li> </ul>

<b>Recommendations for Improvement from Previous Inspection</b>
<ul style="list-style-type: none"> <li>No recommendations were made.</li> </ul>

**Views from Children, Parents and Carers**

An important part of the Inspection process is to obtain the views, where possible, of the children who are being cared for in the facility and also the opinions of the parents and carers who have chosen to use the facility for their child/children.

<b>Children's Views</b>
During the Inspection a range of children were spoken with.
The following comments were made by the children
<i>'I like coming to school.'</i>
<i>'My favourite thing is playing outside with my friends'</i>

As part of the Inspection process the Early Years Social Work Team seeks to issue questionnaires for completion by parents/carers and staff.

Due to legislation relating to the protection of personal information and confidentiality, the Provider is asked to supply the names and contact details of parents with children attending the facility. Normally this consent will have been provided as part of the enrolment process; however where it has not we ask that the provider advise the parents of Inspection and seek written consent.

Parental Questionnaires	
	A total of 15 questionnaires were sent out to parents.
	<p>One questionnaire was returned by the time of writing this report.</p> <ul style="list-style-type: none"> <li>This is a low return and was discussed with management who said they would remind parents and asked that the link to the questionnaire be sent again. One possible reason for the poor response was that it was near the end of the term. There were 5 questionnaires returned last year and all but one was positive.</li> </ul>
	The parental responses indicated that they feel their children are well cared for in the setting.
	The parental responses indicated that they feel the setting is managed well.
	<p>The following are some of the comments made by parents</p> <p><i>A wonderful inclusive and friendly atmosphere. My child settled in so easily. With (some) difficulties P and staff went over and above to make sure **** was supported and I was informed. Very grateful to have had such an amazing experience for my (child).</i></p> <p><i>(Child) talked about lovely friends. Enjoyed sharing drawings at home and was able to talk about them. Loved getting outdoors with friends. The excitement of the book bag coming home each week was fantastic.</i></p>

Staff Questionnaires	
	A total of 5 questionnaires were sent to staff.
	A total of 3 questionnaires were returned by the time of writing this report.
	<p>Staff responses indicated that they feel equipped to carry out their role in the setting.</p> <p><i>"I would raise any issue with my manager and feel comfortable to do so".</i></p> <p><i>"I understand that if I have concerns about a child or if someone reported concerns to me I would record and report this to my Leader who will take the matter further if needed. If a child came to me and told me something which raised concerns I would record exactly what was told to me and again report to leader. If leader was not available or concerns were raised about leader I know to report to Social Services, Gateway, Health Visitor or police".</i></p> <p><i>"We can approach our leader with any concerns at any time and through staff meetings".</i></p>



Quality of Care

Standard 1 - Safeguarding and Child Protection

Children are safeguarded through systems and practices that are consistent with the Regional Child Protection Policies and Procedures.

From the evidence provided through provision of records/documentation, discussion and observation on the day of Inspection, the Registered Person demonstrated that children are safeguarded through systems and practices that are consistent with the Regional Child Protection Policies and Procedures.

	<p>There is a written Safeguarding and Child Protection Policy and Procedure in place which clearly states it is the Setting's responsibility with regard to the reporting of suspected or actual child abuse or neglect and includes relevant contact names and telephone numbers. This was evident at time of Inspection and included:</p> <ul style="list-style-type: none"> <li>• Trust protocol for reporting concerns;</li> <li>• Reporting concerns without delay to the appropriate HSC Trust;</li> <li>• Maintaining a signed and dated record of anything which causes them concern; and</li> <li>• Keeping concerns confidential to those who need to know.</li> </ul>
	<p>The Self-Evaluation Form stated the Setting had received relevant training and demonstrated through discussion at Inspection an understanding of the responsibilities and duties in respect of Safeguarding and Child Protection and awareness that training must be updated every 3 years.</p>
	<p>All parents had been made aware at enrolment of the procedures for Safeguarding and Child Protection, including the need to pass information without parental consent if there is a reasonable concern that a child may be at risk of or is suffering abuse or neglect.</p>
	<p>Through discussion it was evident that parents are encouraged and facilitated to express any concerns they may have for their child's care and are given details regarding who to contact in the event that they are uneasy about the standard of protection afforded to their children.</p>
	<p>The Self-Evaluation Form stated that there is a written policy and procedure for:</p> <ul style="list-style-type: none"> <li>• Intimate/personal care and that parents are made aware at enrolment of the procedures for children's personal care.</li> <li>• The use of Information and Communication Technology (ICT) equipment/Social Networking. Staff and volunteers have agreed and signed up to this policy at recruitment.</li> <li>• Code of Conduct in relation to mobile phones, particularly those with cameras or video capability and participation in social networking</li> </ul>

	<p>websites. Staff and volunteers have agreed and signed up to this policy at recruitment.</p> <ul style="list-style-type: none"> <li>• Taking photographs and that parents give written permission for their children to be photographed and the use of these photographs is clearly explained (e.g. displays, child records, promotional material).</li> <li>• The use of CCTV (if applicable).</li> <li>• Whistle blowing which encourages staff to report any concern they have regarding the practice of colleagues, volunteers or trainees, relating to the care of children.</li> </ul>
	The Registered Person ensured that Contact Persons' names and telephone numbers are readily available to staff.
	The Inspector observed that the arrangements for safeguarding children were reviewed on an annual basis.
	Through discussion the Inspector was satisfied that staff demonstrated an understanding of child protection issues and safe caring practices.
	There is a system in place to ensure that children are collected from the setting by parents or those with parental responsibility or persons authorised by them to do so. Unless they are parents, persons authorised to collect children are aged 18 or over.
	The Self-Evaluation Form stated and also through discussion with the Leader it was evident that there is a Designated Child Protection Officer with responsibility for Safeguarding and Child Protection who has attended relevant training which is updated every 3 years. She is available at all times during the hours of service provision for contact and consultation with staff and to offer instruction, advice and support. Through discussion, staff were aware of the arrangements of how to contact the Designated Child Protection Officer when necessary. This officer's details were available to parents and carers.
	Through discussion with the Leader the Inspector was satisfied that the Leader knew how to respond if a complaint or allegation was made against her or others in the setting.

**Requirements for Compliance with Legislation and the Minimum Standards**

- None

**Recommendations for Improvement**

- The Safeguarding Policy could outline the different types of abuse and offer a brief definition and examples.

**Quality of Staffing, Management & Leadership**

**Standard 10**

**There are effective and efficient management and monitoring arrangements in the setting to support the work of staff and the care of children.**

**Inspectors Comments**

From the evidence provided to the inspecting social worker and through observations and discussion on the day of inspection the Registered Person partially demonstrated there were effective and efficient management and monitoring arrangements in the setting to support the work of staff and the care of children.

	A record of the name and telephone numbers of the Registered Person was maintained and a contact point was available for parents.
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	There was evidence of monitoring reports from the Person in Charge to the Registered Person on at least a quarterly basis as required to facilitate the regular review of the quality of the service.
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	There were written roles and responsibilities in place for the management committee/Trustees of the setting and these are audited regularly.
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	A sample of minutes demonstrated these meetings were used to facilitate the sharing of information and to promote the development of a common ethos of work with children and their parents.
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	Minutes of the Management Committee were comprehensive and demonstrated that appropriate monitoring is completed and action is taken to address issues related to compliance with the Minimum Standards.
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	The Self Evaluation Form stated that there was a mechanism in place to ensure that those fulfilling their roles were accountable for their contribution to the quality of the service.
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	The Self Evaluation Form stated that the registered person has had all job descriptions, person specifications and contracts approved by the committee.
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	The Self Evaluation Form stated that the Registered Person ensured that the setting's recruitment and retention of staff practices complied with equal opportunities and fair employment legislation.
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	Discussion with a sample of staff indicated they were supported to work together as a team to plan their work with children and to address issues such as the management of children's behaviour and assessment of their individual needs indicated that they have adequate resources and time to address these issues.
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	The Inspector observed that staff were employed in sufficient numbers to meet statutory requirements.
	The Self Evaluation Form stated that all staff were over 18 years.
	The Self Evaluation Form stated that the Registered Person or Person in Charge ensures that staff respect the privacy of children and parents and only share information in line with the Information Commissioner's Data Sharing Code of Practice.  *The ICO registration had lapsed but was renewed the same day.
	The Self Evaluation Form stated that there were measures to ensure that training and developmental needs of staff were identified and addressed to facilitate staff to avail of developmental opportunities.
	The Self Evaluation Form stated that records are maintained of training, including dates and attending staff.
	The Self Evaluation Form stated that the Registered Person had identified a process of assessing the effectiveness of training provided for staff, whether internal or external, and used this information to inform future training plans.
	There were minutes of staff meetings held at least every two months.
	There was evidence of regular supervision but this should be more in depth and annual appraisals are reportedly taking place but there is not a standardised record of this.
	Discussion with some staff demonstrated that they recognised how their individual work contributed to the attainment of the setting's aims and objectives and how consistency and teamwork contribute to children's wellbeing and development.

#### **Requirements for Compliance with Legislation and the Minimum Standards.**

- Staff supervisions should be more detailed, in line with Minimum Standard requirements.
- A staff appraisal form needs to be developed and utilised annually.
- The setting's registration with the Information Commissioners Office had expired. This was renewed on the same day but management should make a note of the renewal date so this continues to be kept in date.

#### **Recommendations for Improvement**

- None



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**Standard 11**

**Adult/child ratios, space and resources are organised to meet the children's needs effectively and to comply with the stipulations on the Registration Certificate.**

**Inspectors Comments**

From the evidence provided to the inspecting social worker and through observations and discussion on the day of inspection the Registered Person demonstrated through discussion and observation that adult/child ratios, space and resources are organised to meet the children's needs effectively and to comply with the stipulations on the Registration Certificate.

	The Self Evaluation form stated that there was a suitably qualified Person in Charge of the setting at all times and that parents can identify this person.
	It was evident from the self-evaluation form that the managers have a current Safeguarding and Child Protection Certificate.
	From the self-evaluation form and from checking staff records it was evident that any staff who are required to attain QCF level 5 in Child Care Learning and Development have now achieved this qualification or an equivalent qualification.
	From discussion with the Person in Charge it was evident that all planned absences of whatever duration of the Person in Charge as well as on-going unplanned leave such as sickness was covered by the deputising of a qualified person.
	From discussion with the Person in Charge it was evident that arrangements were in place to cover emergencies and unexpected staff absences.
	Evidence showed that within one month all newly appointed staff received induction training that covered as outlined in the standards. <ul style="list-style-type: none"> <li>• The setting's policies and procedures;</li> <li>• Child protection, including whistle blowing;</li> <li>• Management of children's behaviour;</li> <li>• Recording;</li> <li>• Working with parents;</li> <li>• Health and safety; and</li> <li>• Equal opportunities.</li> </ul>
	There was written evidence that staff had read, understood and agreed the setting's policies and procedures.
	It was evident from the self-evaluation and from discussion with the manager that existing staff who do not hold a qualification are encouraged to attend training.

	Evidence showed that any staff who were appointed since the Minimum Standards were published, and they did not hold a relevant child care qualification, have since achieved a relevant child care qualification.
	Individual records on all staff were kept securely, were comprehensive as required by the standards and available for inspection.
	There are no students/trainees on placement currently however the setting are aware that there must not be more than one student at any one time
	From discussion with the Person in Charge, it was apparent staffing ratios were reviewed whenever a child with additional needs attended.
	From the self-evaluation form and daily register it was evident that any volunteers that were included in the staff ratio did not compromise the qualification requirement for the setting.
	The Person in Charge ensured that the number of staff available to accompany children on excursions or visits out of the setting was sufficient to safeguard them. The arrangements took account of individual children's needs and the nature of the outing.
	From the inspection of records it was evident that a Risk Assessment has been completed regarding children's outings.
	Parents were aware of outings and gave written consent for their child's participation.
	The Self Evaluation Form stated that a cook was not employed.  As this is not required.
	The daily register contained the required information as determined in the standards.
	A daily record was maintained of all visitors to the setting which included their arrival and departure times.
	The Self Evaluation Form stated that the Statement of Purpose was made available to parents on request.
	Staff demonstrated that they had a shared sense of purpose in keeping with the aims and objectives of the setting.
	The Self Evaluation Form indicated at least 50% of all child care staff in addition to the Person in Charge and any Deputies were suitably qualified as required by Minimum Standards.
	The deployment of staff was effective within the setting to promote the safety, wellbeing and development of the children's full potential.
	The setting had a Statement of Purpose, the contents of which were compliant with Minimum Standards.
	Records demonstrated that staff developed an understanding of each child's needs and wishes and that significant information was recorded, collated and exchanged with parents.
	A minimum ratio of 1 staff member to 8 children was maintained at all times.
	Regardless of the group size, at least two staff were on duty in each room at all times.

**Requirements for Compliance with Legislation and the Minimum Standards.**



- None

**Recommendations for Improvement**

- None

**Standard 12**

Those working with children in either a paid or voluntary capacity, or who have substantial access to them, are suitable individuals to do so.

**Inspectors Comments**

From the evidence provided to the inspecting social worker and through observations and discussion on the day of inspection the Registered Person demonstrated through discussion that those working with children in either a paid or voluntary capacity, or who have substantial access to them, are suitable individuals to do so.

	Staff selection and recruitment arrangements ensured the safeguarding and protection of the children.
	Records indicated that those working in the setting or who have substantial access to the children have had Enhanced Disclosure checks.
	The Self Evaluation Form stated that the Registered Person had ensured all appropriate checks had been carried out on all those working with children as per the requirements of Minimum Standards to ensure that they were suitable individuals to do so.
	The Self Evaluation Form demonstrated that appropriate vetting of students had been completed by the training establishment.
	Evidence from Trust records demonstrated that fit person interviews had been completed as necessary on the Registered Person, Person in Charge, Deputy Person in Charge and Designated Child Protection Officer.
	Records demonstrated that all those who assist in looking after a child, including all those living on the premises and regular visitors had all appropriate checks carried out and all those working with children have <ul style="list-style-type: none"> <li>• An Access NI Enhanced Disclosure Certificate;</li> <li>• A letter confirming Trust clearance;</li> <li>• Pre-employment health assessment;</li> <li>• Ability to provide warm and consistent care which promotes children's development;</li> <li>• Integrity and ability to be flexible in their work;</li> </ul>

	<ul style="list-style-type: none"> <li>• Knowledge, understanding and commitment to treat all children as individuals and with equal concern; and</li> <li>• Appropriate knowledge, skills, experience and qualifications.</li> </ul>
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<b>Requirements for Compliance with Legislation and the Minimum Standards</b>	
<ul style="list-style-type: none"> <li>• None</li> </ul>	

<b>Recommendations for Improvement</b>	
<ul style="list-style-type: none"> <li>• None</li> </ul>	

Were there issues arising at Inspection that are required to be dealt with that were not part of the Quality Area inspected?	Yes	
	No	X

<b>Observations of the Care of Children</b>
<p>The children were sitting outside sitting in the shade from the sun. The staff were reading stories to them and were using dressing up clothes and props to make it more interactive. There was water freely available and the children had snack of cream crackers, bread/butter and fruit.</p> <p>They were then asked to form a line, come indoors and sit quietly on the mat. They followed instruction well. The staff made sure that they had gained everyone's attention by asking, "Are we all listening?" The children had been making scrolls and photo frames for father's day and the staff used this opportunity to hand these out. The staff praised the children for the artwork that they'd produced.</p> <p>The staff then led the children in singing 'Days of the week' song and 'Twinkle Twinkle traffic lights'. The children were clearly enjoying this as well as developing their language skills.</p> <p>The Playgroup is in a large hall which is zoned with various table top activities, home and reading corner and substantial floor space for physical and free play.</p>

<b>Complaints/Concerns since Last Inspection</b>
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- No complaints/concerns have been expressed about this setting since the last annual inspection.

### Self-Evaluation

A completed Self-Evaluation document was received within timescales. This document was completed to a comprehensive standard.

### Inspection Summary:

Tiddliwinks Playgroup has been registered since 1997 and is located in an urban setting. The facility is registered for a total of 26 places.

On the day of inspection there were 16 children present.

The children/staff were preparing for the end of term but the routine was still apparent and was managed in a calm and confident way by the staff. The staff appeared to work very well together.

The outdoor area is a relatively new addition and it was good to see them fully utilising it.

It is the responsibility of the Registered Person to ensure that the requirements to be met to comply with legislation, the Minimum Standards and Implementation Guidance as detailed in the report are actioned without delay.

The Registered Person must submit an action plan which addresses the above requirements to the Trust within the required timescale.

### Outcomes of this Inspection:

#### Requirements for Compliance with Legislation and the Minimum Standards:

- Staff supervisions should be more detailed, in line with Minimum Standard requirements.
- A staff appraisal form needs to be developed and utilised annually.

- The setting's registration with the Information Commissioners Office had expired. This was renewed on the same day but management should make a note of the renewal date so this continues to be kept in date.

**Recommendations for Improvement:**

The Safeguarding Policy could outline the different types of abuse and offer a brief definition and examples.

<b>Name of Inspector:</b>	Claire Goldring
<b>Signature:</b>	<i>Claire Goldring</i>
<b>Date Report Completed:</b>	25.10.2023

<b>Social Work Manager:</b>	Karen Harris
<b>Signature:</b>	<i>K. Harris</i>
<b>Date:</b>	04/01/2024

<b>Name of Registered Person/Leader:</b>	<i>Paul Gibb</i>
<b>Signature:</b>	<i>Paul Gibb</i>
<b>Date:</b>	8/1/24

**CONTACT DETAILS**

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