

# The Glasgow Academy - Milngavie After School Care Day Care of Children

Mugdock Road  
Milngavie  
Glasgow  
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Telephone: 0141 956 3758

**Type of inspection:**

Unannounced

**Completed on:**

10 May 2019

**Service provided by:**

Glasgow Academicals War Memorial  
Trust

**Service provider number:**

SP2003003598

**Service no:**

CS2004077305

## About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services can be found on our website at [www.careinspectorate.com](http://www.careinspectorate.com)

The service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

The Glasgow Academy - Milngavie After School Care is one of several services operated by Glasgow Academicals War Memorial trust. The service is based within their school in the Milngavie area of East Dunbartonshire. The service is registered to accommodate a maximum of 32 children aged three years and over. It operates Monday - Friday from 3pm - 6pm, term time only. Through viewing the aims of the service it was noted that the after school care aimed to provide a: "welcoming and flexible service to parents and a fun filled environment for children".

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service to ensure they have the best start in life, are ready to succeed and live longer, healthier lives. The Care Inspectorate has an important role to play in supporting this approach in inspecting care services for children.

The Getting it Right for Every Child (GIRFEC) approach is underpinned by the principles of prevention and early intervention. It's a consistent way for people to work with all children and young people. The approach helps practitioners focus on what makes a positive difference for children and young people, and how they can act to deliver these improvements. Getting it Right for Every Child is being threaded through all existing policy, practice, strategy and legislation affecting children, young people and their families.

In Scotland, the Getting it Right for Every Child (GIRFEC) approach puts wellbeing at the very heart of its approach. The eight 'indicators' of wellbeing that form the basis of GIRFEC are: safe, healthy, achieving, nurtured, active, respected, responsible and included, often referred to as 'SHANARRI'.

## What people told us

We observed all of the children in the playroom and outdoor area during the inspection. We also observed children engaging with the visiting specialists from Bricks 4 Kidz, an external organisation who deliver creative workshops for children using the platform of Lego bricks. Children were happy and settled and fully enjoying the workshop and other activities.

We spoke with five parents, all of whom commented very positively on the service. We chatted with five children who told us that they enjoyed coming to after school care. In particular they liked outdoor play and Bricks 4 Kidz. We spoke with the manager and staff in the service.

We distributed ten questionnaires to the service to give to parents before the inspection and we received one in return. Following the inspection visit we provided the service with additional questionnaires for parents but we did not receive any completed questionnaires before finalising the inspection.

We received two completed staff questionnaires that provided positive feedback. Staff told us that they were well supported and had good access to training. They told us there was an appraisal system in place and the headteacher and manager provided very good support. Staff stated that they enjoyed working in the service.

Comments from parents included;

"I am very happy with the service. My children love it. Staff tell you every day what children have enjoyed and what they have been doing".

"I can't speak highly enough about the service. The staff are great. I am very comfortable leaving my children here. There is great continuity of care from nursery through school".

"There's a great range of activities. The children are so busy and engaged".

"The holiday club is great. This club is so special. My children love it".

## Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at their own improvement plan and quality assurance paperwork. These demonstrated their priorities for development and how management were monitoring the quality of provision within the service.

## From this inspection we graded this service as:

<b>Quality of care and support</b>	5 - Very Good
<b>Quality of environment</b>	not assessed
<b>Quality of staffing</b>	not assessed
<b>Quality of management and leadership</b>	5 - Very Good

## What the service does well

The quality of care and support in the service was very good.

Care and support was provided by long term, well trained staff who were caring, enthusiastic, skilled and experienced. Staff provided child centred, responsive care and children benefitted greatly from this.

We saw that there was a focus on child led play with staff supporting children to lead their play, learn at their own pace and make choices and decisions.

The manager and staff were highly motivated, professional and informed. The manager held a peripatetic role in the service. Her involvement with staff in daily professional dialogue, weekly time spent in the service, weekly and monthly team meetings, observations of children, communication/consultation with parents and children promoted an inclusive and reflective approach to care and learning.

Personal plans for children demonstrated that staff had very good knowledge of children and their families. Information was shared with parents using a variety of methods, for example, six monthly review of children's personal plans with parents, parent information board, regular newsletters, emails, star of the month, displays of children's work and daily conversations with staff.

Staff had a sound understanding of how to protect and safeguard children. A robust child protection policy and procedure was in place which informed and supported staff in their roles. Staff attended regular child protection training which kept them up-to-date with current best practice and refreshed their knowledge and understanding of child protection.

Staff provided a warm, nurturing, productive environment for children. We observed children actively engaged in a range of stimulating play experiences, facilitated by resources that promoted interest, creativity and problem solving. Children particularly enjoyed the Bricks 4 Kidz workshop on the day of inspection. The staff member we spoke with from this organisation commented that staff in the service were very caring. She stated that it was very rewarding to observe children's learning, development and progress during their weekly workshops when building and designing models.

The quality of management and leadership was very good. The staff team was lead by a conscientious manager who promoted a culture of reflection and self improvement. She was a committee member on Glasgow West and Central Childcare Forum and supported staff to access a range of training through this.

Staff used their development plan and feedback from children, parents and staff to inform their improvement journey. The service development plan with agreed priorities was shared with parents.

## What the service could do better

The service should continue to take forward the priorities identified in their improvement plan. They should continue to support transitions for children and plans to extend outdoor learning and loose parts play.

They should support staff to access and review good practice guidance using various methods including the Care Inspectorate website and Hub as discussed.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

## 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).

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

### Previous requirements

There are no outstanding requirements.

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

### Previous recommendations

There are no outstanding recommendations.

## Inspection and grading history

Date	Type	Gradings
26 Apr 2016	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
2 May 2013	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 4 - Good Management and leadership 4 - Good
25 May 2010	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing Not assessed Management and leadership Not assessed
17 Jun 2008	Unannounced	Care and support 5 - Very good Environment 4 - Good Staffing 4 - Good

Date	Type	Gradings	
		Management and leadership	4 - Good

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