

# Jordanhill Out Of School Service Ltd

## Day Care of Children

Jordanhill Church  
28 Woodend Drive  
Glasgow  
G13 1QT

Telephone: 07890 517439

**Type of inspection:**

Unannounced

**Completed on:**

22 January 2019

**Service provided by:**

Jordanhill Out Of School Service Ltd

**Service provider number:**

SP2003001222

**Service no:**

CS2003005763

## 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.

Jordanhill Out of School Care Service (JOSS) is provided by Jordanhill Out Of School Service Ltd. JOSS operates from church halls in the west end of Glasgow and is registered to provide a care service to a maximum of 85 children up to the age of 16 years.

The service operates during term time between the hours of 7.45am and 6pm on Monday to Friday, school term time only.

The main aim of JOSS is to be a place "where children are treated with respect and have fun within a safe and caring environment".

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service. We want to ensure they have the best start in life, are ready to succeed and live longer, healthier lives.

We check services are meeting the principles of Getting it right for every child (GIRFEC); Scotland's national approach to improving outcomes and wellbeing for children by offering the right help at the right time from the right people. GIRFEC supports children and their parents to work with the services that can help them. There are eight wellbeing indicators at the heart of GIRFEC: safe, healthy, achieving, nurtured, active, respected, responsible and included.

## What people told us

There were 97 children present at different times over the first afternoon of our inspection and 48 the following morning. We observed that children of all ages were happy, busy and engaged during their time spent at JOSS. We found that staff responded to children with respect, warmth and humour.

Children told us what they liked about the service and could not think of anything they would want to change. Children's comments to us included:

"I drew a horse because I went riding on a pony and there's a carrot for him to eat. Now I'm cutting out a stable."

"What do you think is hidden in this box?" (Children excitedly hiding in a dressing up box and creatively inventing new games.)

"I can play on this (tablet) as long as no one else wants a shot - then I have to stop after 15 minutes." (Child in p6/7 area explaining the agreed rules for playing with electronic games.)

"This is me and my horse. It's name is Willow. Sometimes he shakes his head and scares me."

I feel very good at JOSS: "because I have all my friends. The games are great - sometimes I choose what we are doing in the (games) hall".

The adults at staff are very good: "because they are friendly".

"I am really, really happy. The games are fair and fun. (I can make decisions) to watch a movie".

We asked for 80 questionnaires to be distributed to parents/carers and 56 completed questionnaires were returned before the inspection. 43 respondents strongly agreed and the remainder agreed that overall they were happy with the quality of care their child received from the service. 32 of the respondents had taken time to write constructive comments about the quality of the service. Their written comments included:

"I could not be without this service which supports working parents alongside school hours. Anne is consistently considerate of what's best for the children and always seeking to ensure their happiness, security and wellbeing - all supported by her team. It's a fantastic charitable organisation which regularly seeks opinions and feedback from children and carers. Would recommend it to anyone"

"All of the staff clearly genuinely care about my child. They know her very well and allow her space to develop and grow. Appropriate use of 'risky play' - great fun climbing small trees this summer! JOSS is a true community childcare service"

"We have used JOSS for just over a year with one child in P1 and another in P2. We also only use the service on Thursday and Friday after school so I have been very impressed by how quickly the staff got to know us as a family. JOSS immediately made us very welcome and it very quickly felt that the children had been going for years. I also think what they do on a wider community scale is fantastic: for instance the Halloween ceildh - which my children loved and enjoyed the opportunity to meet and party with their new school friends. And it was also great to have an opportunity to meet new parents too. Also the very exciting play in the street, JOSS arranged for a road to be closed off for families to gather and play"

"JOSS provides an excellent learning environment for our son. We are delighted with the care provided by all staff. Staff are very positive and supportive towards our son and we are very grateful to the staff for the role they have played in his personal and social development"

"(My child) is happy and secure at JOSS. The staff all know him by name despite him only having used the service for a short time so far. I am confident that he enjoys his time there as it's always a struggle to get him to leave! JOSS has fantastic clear policies and aims, with children being involved in planning activities"

"JOSS has been amazing - we have been able to go along and visit the service, spend time getting to know the staff, have conversations with key worker and my child has loved going to JOSS".

## 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 they were monitoring the quality of the provision within the service.

## From this inspection we graded this service as:

Quality of care and support	6 - Excellent
Quality of environment	5 - Very Good
Quality of staffing	not assessed
Quality of management and leadership	not assessed

## What the service does well

We found, and parents confirmed, that the service provided a nurturing, play based environment for children. The training on play work principles that staff had embarked on was embedded in their practice. As a result they made very good use of the accommodation and resources to scaffold high quality play experiences for children. Staff had researched good practice on how best to structure children's personal plans as well as asking families for their views on what should be included. As a result the service had introduced a new format for 'all about me' information. Primary one and two children completed this with their parents in the first instance while older children used the GIRFEC wellbeing indicators to record their individual needs and preferences as well as evaluating their experiences at JOSS. This approach encouraged children to be positively engaged in play activities and feel their views were valued.

The games hall was a particular favourite with children of all ages and abilities, providing them with opportunities to engage in energetic physical play. In this way children were learning about cooperative play and developing their gross motor skills. Children planned and evaluated how they wanted to use the space so that appropriate equipment would be made available for them. Staff told us about how children would sometimes renegotiate with each other as interests changed or new ideas evolved. Staff were skilful in knowing when to step in to mediate any differences or keep children safe. The approach contributed to children being responsible and achieving.

Children had developed the rules for their behaviour at JOSS, which meant they were meaningful to them and that they would stick to them. We could see that there was lots of information about the United Nations Convention on the Rights of the Child (UNCRC) imaginatively displayed. Children had explored topics, such as bullying and friendship so that they understood the balance of rights, responsibilities and respecting other people's needs. We particularly liked that children had collectively come up with a Children's Charter of what they had the right to expect from the service. Staff had also displayed their 'pledge' to the children of how they would try their best to honour children's rights. This had created an inclusive ethos where children had genuine opportunities to influence the organisation of the service.

Robust child protection procedures were in place. Staff participated in regular child protection training which kept them up-to-date with current best practice and refreshed their knowledge and understanding of safeguarding children. Processes for the management of children's medication had been updated in response to a previous recommendation that was now met. There was very good information shared with families, and where needed, external professionals to promote children's wellbeing. For example the diabetic nurse had delivered training to the staff team about supporting the health and safety of children with diabetes. Other recommendations that had been overtaken related to logging accurate records of who was in the service premises, keeping internal fire doors closed, installing pegs for children's belongings and reviewing snack time arrangements. Paying attention to these areas for improvement had contributed to children's safety and comfort.

## What the service could do better

Staff had evaluated the introduction of the new format for children's personal plans and should continue with their ideas for developing the layout of these. For example, by asking children for ideas on more effective use of emoticons. This will ensure that keyworkers are responsive to changes in children's circumstances and can offer support when needed.

While children had plenty of opportunities for active physical play indoors, the service did not have its own dedicated secure outdoor play space where children could enjoy activities in the fresh air. We acknowledged, and parents confirmed, that the service was very creative in providing outdoor experiences for children but this was not on a daily basis. A priority on the service development plan was to secure accommodation that met the changing needs of families, including a dedicated outdoor play area. The management committee and manager were already exploring options with local community groups and should continue with these plans.

## 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).

## Inspection and grading history

Date	Type	Gradings								
13 Nov 2015	Unannounced	<table> <tr> <td>Care and support</td> <td>5 - Very good</td> </tr> <tr> <td>Environment</td> <td>4 - Good</td> </tr> <tr> <td>Staffing</td> <td>5 - Very good</td> </tr> <tr> <td>Management and leadership</td> <td>4 - Good</td> </tr> </table>	Care and support	5 - Very good	Environment	4 - Good	Staffing	5 - Very good	Management and leadership	4 - Good
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17 Dec 2012	Unannounced	<table> <tr> <td>Care and support</td> <td>5 - Very good</td> </tr> <tr> <td>Environment</td> <td>4 - Good</td> </tr> <tr> <td>Staffing</td> <td>5 - Very good</td> </tr> <tr> <td>Management and leadership</td> <td>5 - Very good</td> </tr> </table>	Care and support	5 - Very good	Environment	4 - Good	Staffing	5 - Very good	Management and leadership	5 - Very good
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Date	Type	Gradings
19 Nov 2009	Unannounced	Care and support 5 - Very good Environment 4 - Good Staffing 4 - Good Management and leadership 5 - Very good

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