



## Care and Social Services Inspectorate Wales

### Children and Families (Wales) Measure 2010 Child Minding and Day Care (Inspection and Information for Local Authorities) (Wales) Regulations 2010 The Child Minding and Day Care (Wales) Regulations 2010

#### Inspection Report

##### The Venture

Garner Road  
Wrexham  
LL13 8SF

**Type of Inspection – Baseline**  
**Date(s) of inspection – 22/4/2014**  
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## Summary

### About the service

The Venture is an open access play provision registered with the Care and Social Services Inspectorate Wales (CSSIW) for 32 children between the ages of 5 and 8 years old. Children under 5 years must be accompanied by an adult. Its main purpose is to offer play opportunities in a safe environment without parental supervision to enable children to play, learn, develop and mix with their peers, rather than provide child care. The care of children attending over seven years of age is not regulated by CSSIW but they are able to use the facilities as long as their care does not affect the care of the younger children attending. The setting is located within The Venture premises on the Caia Park Estate near Wrexham where they have use of some of the indoor facilities including toilets and wash hand basins.

The adventure playground is exceptionally well equipped and provides interesting activities for the children who attend; play is not restricted other than when it is related to their safety and welfare. The setting is presently open Tuesday to Sunday every week with the exception of some Bank Holidays from 4 pm to 8pm Tuesday to Friday and 12 pm – 8 pm at weekends and during school holidays. Opening times vary slightly during the winter months.

Malcom King is the responsible individual and the person in charge of the day to day running of the setting is Millicent Bosewell.

The main language used is English with the Welsh language promoted.

### What type of inspection was carried out?

This was an unannounced, scheduled, baseline inspection, which considered the quality of life, quality of staffing, quality of leadership and management and the quality of the environment for children attending The Venture open access setting

Information for this report was gathered from:

- History of the provision
- Examination of some written documents including the staff files and training files, children's accident and incident records, risk assessments, daily monitoring forms and safeguarding records
- Examination of the settings Statement of Purpose and Service Data and Self Assessment of Service information provided to the CSSIW.
- Discussions with the staff members, person in charge and the responsible individual present on the inspection day.
- Interaction with and observation of, the children playing.
- Observation of the activities, interactions between staff and children and the procedures on the day of the inspection visit.

### What does the service do well?

- Children and young people who attend the setting have a voice and are actively involved in shaping and developing the provision, this is because staff have developed an outstanding range of consultation methods to keep up to date with their views. The responsible individual and the current person in charge have links with other agencies and organisations which enables the group to advocate the child's right to play, share skills, knowledge and resources and contribute to policy and strategies
- Engages children and young people who are at risk of being drawn into anti social

#### behaviour and related issues

- The children we spoke with confirmed that they enjoyed attending as many sessions as they possibly can because it is so much fun and the staff are amazing
- The 4 parents/carers, we spoke with had nothing but praise for The Venture and for the activities and care provided for their children by the staff in whom they have complete trust and confidence
- Inclusion of children with additional needs
- There is a very well qualified and experienced team who apply child development theory into their practice, thereby enabling children to problem solve and think for themselves
- Staff have a clear understanding of the 'United Nations Convention on the Rights of the Child'
- Play workers and senior staff provide an excellent role model for the children.

#### **What has improved since the last inspection?**

- There is a more accurate child registration system and regular 'head count's which has ensured that adult to child ratios are maintained at all times
- A drinking water tap has been installed on the playground to ensure that children have access to water at all times
- There is a Facebook page and an improved website which gives up to date information of activities and events to children and parents
- The health and safety policy has been improved and goes significantly above and beyond requirements
- In order to further develop strong relationships with parents the setting now includes a 'positive phone call' as part of their daily reflections. The parents of a child who has shown outstanding behaviour or positive play that day are called and the child is praised
- There are many improvements to the site including replacement of old structures, the nature area has been developed and the children can grow their own fruit and vegetables, there are new den building and assault course areas.

#### **What needs to be done to improve the service?**

There were no significant issues of non-compliance to report as a result of this inspection. There were no recommendations for improvement of the service.

## Quality of life

We (CSSIW) found that The Venture Open Access setting provides an outstanding play environment / quality of life for the children. The children and their families are at the heart of this provision.

All the children are very confident and happy in the setting because the staff treat them as individuals, listen to and respect them. Children feel highly valued as their ideas and interests are noted and taken into account in activity planning. The children have control over the play space and are given constant opportunities to shape and influence it. Staff were observed to be on hand to respond to the children as play workers are trained to enable play to happen without their involvement and with sensitive, limited intervention. Children played a guessing game using playdough which they shaped and modelled. This soon developed into a play experience involving older children too as the fun and laughter could be heard around the site. It was evident that a good, secure strong and warm relationship has been formed with the staff and children.

We the Care and Social Services Inspectorate Wales (CSSIW) found that the needs of the children were at the centre of the service.

Children were valued and they benefitted from a respectful and warm approach.

We observed that the children were secure, because they were comfortable and happy with their play workers and in their play environment. Children were seen to have opportunities to learn, be active and be positively occupied and stimulated, in activities of their choosing.

We observed that children were encouraged to speak up, they were listened to and their views were valued. Children's individual needs and preferences are known by the staff who plan activities which are developmentally appropriate and interesting for the children attending. They were seen to be encouraged to be independent and do things for themselves. With appropriate supervision we saw children making hot and cold drinks in the kitchen for the staff and older children who were working very hard on the improvements to the adventure area. Children with additional needs are cared for and integrated in a natural way. The ethos and teaching of play work also supports children rights to be treated with dignity and respect and the staff team acknowledge, support and facilitate play for every child regardless of age, race, gender or disability.

Furthermore, all staff are child protection trained, enabling them to deal appropriately with any information children wish to pass on and to help them support that child in doing so. The setting recently contributed to a campaign to raise awareness of article 31 of the United Nations Convention of the Rights of the Child, the right to play. The children were provided with activities to promote this article.

We spoke to four children under the age of 8 and 3 children between 8 and 10 years old who were happy to share their views whilst they were enjoying their activities direct quotes include " the best play workers I have ever come across", "it's amazing here, there is lots to do," "Its never boring here" " I love being outdoors even in the rain we get to do fun things".

The children consistently experienced warmth, appropriate affection and fun from the staff; they were given opportunities to develop relationships with others, whilst playing and during the activities that were available. All of the children were happy and content. Children effectively build friendships because the staff are exceptional role models showing respect and care for others.

## Quality of staffing

Children at the setting are cared for by staff that are confident, motivated and well qualified to provide a very high standard of care. They offer the children relaxed, responsive care, which enhances their emotional well being.

Children's confidence and independence is fostered because staff recognised when to interact and extend children's development and when to step back and allow children to develop their own ideas and independence. We heard one member of staff suggesting that they have guessing game using play dough in teams we saw staff support the children who had chosen to participate in the activity, accepting and respecting the children's individual choice.

The younger children were encouraged by staff to use the toilet and then wash their own hands. One staff member was seen to assist the children to make drinks for the older children and staff who were working physically hard improving the outdoor area by constructing an assault course. The children were also seen to help staff tidy up at the end of a craft/ play session. This positively contributes towards developing their sense of ownership and independence.

Children experience consistency of care, stability and continuity from staff. A sample of four staff files was viewed. All staff files were meticulously documented and maintained. Most members of staff have worked at the setting for many years and there was little evidence of staff sickness. The children were seen to be familiar, at ease and had positive interactions with all four staff members present. Staff are well qualified and experienced. They are well trained in a variety of areas to cover a broad range of needs, including play work, youth work, sport, primary education, child mental health (Friends and Sap) and creative arts therapy. Staff also hold a wealth of experience amongst them working in different capacities and settings with various ages and groups of children, they are therefore well equipped to understand individual preferences and provide care to children and young people who attend the setting with a range of needs. The DPL and under 8's play worker is clearly displayed each day so that parents know who is responsible each day and who to raise any concerns with.

We observed that children receive spontaneous and responsive care to meet their emotional and technical needs as they arose during this lively and happy afternoon session. The professionalism, respect and skilful way the children were handled throughout the inspection by all of the staff members, is to be commended.

## Quality of leadership and management

Children and parents benefit from a setting which is well managed.

The Venture is constantly improving through self assessment, personal reflection and outstanding leadership and management. A worthwhile annual review of the service is undertaken and children's and parents' contributions are valued because their comments are used to effectively improve and develop the provision. From discussion it was evident that all the staff feel appreciated, are proud to work in the setting and from observation that they clearly enjoy their role and sharing experiences and time with the children and their families.

What the setting claims in the statement of purpose is matched in reality. The current policies and procedures are up to date and are in an easily readable file at the setting.

The person in charge and responsible individual ensure that basic legal requirements are met such as insurance and staff employment issues.

## Quality of environment

The Venture is an open access playground and as such offers play opportunities to any child or young person wishing to engage in the service.

Due to the service being open access with lots of children coming and going of their own volition it is not possible to offer a secure space for their personal belongings of all children and young people. Staff encourage children to bring bike locks down and places are provided to lock up bikes and scooters. Staff regularly carry out fire drills and are experienced in directing service users in the event of an emergency. Children know what to do in an emergency. The health and safety policy has been improved and goes significantly above and beyond requirements. We saw a vast range of risk assessments. Staff involve the children and young people in regular risk assessments this is good practice.

Children are cared for in a suitable, safe and well resourced environment.

Children were able to do things for themselves because things were within their reach. Additional materials and equipment are given out when the children ask and there are always fresh and loose parts available for the children to extend their play. Therefore the children are free to use, manipulate and adapt the play setting environment however they see fit. The areas were used to their full capacity.

Children's needs are being met and are they able to thrive because there is sufficient variety of toys, games and equipment to support them. Children and staff used the resources confidently because they were in good condition. The premises were also maintained to a very good standard.

Children and parents can be assured that they are safe from strangers entering the premises as there are locks on the relevant doors and gates. Personal information about the children is kept securely in lockable cabinets.



**How we inspect and report on services** We conduct two types of inspection; baseline and focussed. Both consider the experience of people using services.

- **Baseline inspections** assess whether the registration of a service is justified and whether the conditions of registration are appropriate. For most services, we carry out these inspections every three years. Exceptions are registered child minders, out of school care, sessional care, crèches and open access provision, which are every four years.

At these inspections we check whether the service has a clear, effective Statement of Purpose and whether the service delivers on the commitments set out in its Statement of Purpose. In assessing whether registration is justified inspectors check that the service can demonstrate a history of compliance with regulations.

- **Focussed inspections** consider the experience of people using services and we will look at compliance with regulations when poor outcomes for people using services are identified. We carry out these inspections in between baseline inspections. Focussed inspections will always consider the quality of life of people using services and may look at other areas.

Baseline and focussed inspections may be scheduled or carried out in response to concerns.

Inspectors use a variety of methods to gather information during inspections. These may include;

- Talking with people who use services and their representatives
- Talking to staff and the manager
- Looking at documentation
- Observation of staff interactions with people and of the environment
- Comments made within questionnaires returned from people who use services, staff and health and social care professionals

We inspect and report our findings under 'Quality Themes'. Those relevant to each type of service are referred to within our inspection reports.

Further information about what we do can be found in our leaflet 'Improving Care and Social Services in Wales'. You can download this from our website, [Improving Care and Social Services in Wales](#) or ask us to send you a copy by telephoning your local CSSIW regional office.