

To: Council

On: 13 December 2018

Report by: Director of Children's Services

Heading: Renfrewshire ASN Playscheme

1. Summary

- 1.1** On 28 June 2018 agreed the following:
"That Council recognises the difficulties in providing playscheme services to ASN children in Renfrewshire over the summer months since Capability Scotland withdrew. Council also recognises the frustration of parents and notes that progress had been made to maintain the service and committed to continue working with parents. Council agrees a continuance of the service and that a detailed report be brought to the full Council for further consideration."
- 1.2** The concerns of members were raised following the decision of Capability Scotland to withdraw from providing a service for children who attended Kersland and Clippens Schools and the bases in St. Anthony's and St. Paul's. The service was known as the Additional Needs Playscheme however, it was a "day care service" registered with the Care Inspectorate. This meant that the service was required to satisfy the conditions for registration and was subject to inspection on a regular basis.
- 1.3** Capability Scotland had provided the playscheme, on behalf of Renfrewshire Council under contract from 2003 until the end of 2016. In early 2017, Capability Scotland gave notice that they were no longer able to deliver the playscheme. Staff from Children's Services acted to deliver a replacement service at Easter and summer 2017 and again at Easter and summer of 2018.

- 1.4** The replacement for the Capability Scotland service operated by Children's Services is open to children who attend Riverbrae School, St. Anthony's Base or St. Paul's Base. The replacement service is a day care provision registered with the Care Inspectorate. The Care Inspectorate visited the service for two days during the summer of 2018 for inspection purposes. The service was graded as very good in the four areas inspected and the inspection report is attached at appendix 1.
- 1.5** The Renfrewshire ASN Playscheme is now well established as a Renfrewshire Council service and will continue to be delivered in future years. The ASN playscheme is viewed positively by the parents of children who access the service. This report highlights some areas of challenge in continuing the service and outlines how these are being addressed.
- 1.6** Members were also concerned that children with additional support needs attending mainstream schools or Mary Russell had no access to support over the school and were therefore being disadvantaged in comparison to mainstream pupils. This report also highlights how children with additional support needs who attend mainstream schools or Mary Russell School can access activities in the school holiday periods.
-

2. Recommendations

- 2.1** It is recommended that members:
- [a] note the continued provision of the Renfrewshire ASN Playscheme for children who attend Riverbrae School and the bases at St. Anthony's and St. Paul's;
 - [b] the progress of the parent/children's services working group; and
 - [c] note the opportunities available for children who attend Mary Russell School or mainstream schools.
-

3. Background

- 3.1** Local authorities do not have a duty to provide playschemes during holiday periods. Recognising pressure on parents of children with complex additional support needs Renfrewshire Council entered into a contract with Capability Scotland in 2003, for school holiday provision for children attending Clippens School, Kersland School, and the bases at St. Anthony's and St. Paul's. The scheme was open to the pupils from these schools as there was a recognition that they were the children with the most complex care needs.

- 3.2** The service was known as the Renfrewshire ASN Playscheme however it was a day care service for children and was registered with the Care Inspectorate as such. Where a service provides personal care, or the supervision of children is for longer than two hours the service is required to register and meet the requirements of the Care Inspectorate.
- 3.3** The ASN Playscheme was delivered by Capability Scotland under a contract until the end of 2016. Capability Scotland withdrew from the contract to deliver the service indicating they were unable to meet the registration criteria put in place for the provision by the Care Inspectorate. The recruitment and retention of suitably qualified and registered staff was the main challenge faced by Capability Scotland in meeting the Care Inspectorate registration requirements.
- 3.4** From April 2017, Renfrewshire Children's Services has delivered a registered day care service as a direct replacement for the Capability Scotland Service. The replacement service is known as the Renfrewshire Playscheme and provides an equivalent level of support to that previously provided by Capability Scotland.
- 3.5** Children attending Riverbrae School or one of the bases at St. Anthony's or St. Paul's are eligible to attend the service. Again, this was to ensure that those impacted by closure of the Capability Scotland service had an equivalent replacement service. The new service is registered with the Care Inspectorate to provide support for a maximum of 35 children each day and to operate 5 days per week.
- 3.6** During the summer of 2018 the service operated 4 days per week. This was a result of challenges in securing sufficient staff to operate the service 5 days each week. Children attended the service from 10.00am to 2.00pm and most children made use of the transport provided.
- 3.7** 136 children attended the playscheme over the summer of 2018. Most children were allocated a total of 5 days over the summer holiday in 2018. During summer 2017, 163 children participated in the playscheme with an allocation of 4 days per child. When Capability Scotland delivered the service 112 children were registered for the playscheme. The allocation of places was managed by Capability Scotland and ranged from 1 day to 7 days. The new service has adopted a more equitable access policy for those eligible to attend.
- 3.8** As noted in the Care Inspectorate report a small number of parents responded to their questionnaire, however those who did were generally happy with the provision. The principal areas of complaint are related to the allocation of 5 days per child, the length of the day and transport. Most parents value the service, however would like their child to be able to attend for a higher number of days during the holiday periods.

Working Group

- 3.9** A group of parents of children who attend Riverbrae and the two bases has been working with Children's Services to develop further the new service. The parents are keen that the first area to be addressed is the length of the day for children, followed by the number of days allocated and recognise that the transport is a challenge due to the needs of individual children.
- 3.10** Over the last two years the Council service operated 4 days per week. The operating hours for the service was from 10.00am to 2.00pm. The possibility of extending the operating hours (including providing the service over 5 days each week) is being explored at present.
- 3.11** Following the meeting of Council in June 2018, Enable Scotland contacted the Council to offer support to developing services for children with additional support needs in Renfrewshire. Enable Scotland, the largest charity in Scotland working with people who have a learning disability. A meeting was held with Enable Scotland to discuss the services provided by Renfrewshire Council. The Director of the Charity has indicated that the Renfrewshire Playscheme provision is a strong model and is greater than that provided in other local authorities.
- 3.12** The Director from Enable Scotland has met with the parents involved in the working group. The parents and Enable Scotland are looking to develop a relationship to explore future developments for supporting children with additional support needs in Renfrewshire.

Addressing the Challenges of delivering the Renfrewshire ASN Playscheme

- 3.13** One of the principal reasons that Capability Scotland decided to withdraw from the contract was the challenge they faced in meeting the requirements to satisfy the Care Inspectorate. Due to the complexity of the needs of the children attending the service the staff to child ratio is high. In addition, a number of staff are required to have a childcare qualification and be registered with the Scottish Social Services Council (SSSC).
- 3.14** Capability Scotland experienced significant difficulties in recruiting staff to work in the service and where they were able to recruit faced an issue with the staff not being registered with the Scottish Social Services Council. The annual turnover of temporary staff as highlighted as a key risk in the service.

- 3.15** Given the complex needs of the children accessing the service there is a need to ensure that staff working in the service are experienced and confident practitioners. Having staff in place who are familiar with, and able to meet the needs of the individual children is a priority for the service. Again, there is a need to balance staff who are familiar with the children's need and also qualified to work in childcare practice and be registered with the SSSC.
- 3.16** Children's Services has been able to ensure that there are sufficient staff operating the playscheme who satisfy the SSSC registration requirement and supplement this group of staff with other support workers and coaches.
- 3.17** Children's Services provided the manager of the playscheme and has over the past two years also deployed staff from Community Learning and Development to the playscheme.
- 3.18** The support workers are recruited from a range of staff who are on term-time contracts and are prepared to work additional hours over the summer period. This group of staff are predominately Additional Support Needs Assistants and early years practitioners. The coaches are drawn from those employed by Renfrewshire Leisure on a sessional basis.
- 3.19** It has been suggested that the Council change the contracts of all term-time employees to full-year contracts. This wouldn't be possible without the agreement of the staff concerned. However, this approach wouldn't resolve the issue as staff would still require having access to their holiday entitlement and would increase pressure on the Council's ability to deliver statutory services during the school year.

Preparing for 2019 Playscheme

- 3.20** The Council has registered the present service with the Care Inspectorate and is committed to its continuation. Children's Services and Communities Planning and Housing Services will work in partnership to deliver the Renfrewshire ASN Playscheme during Easter and summer of 2019. Preparations have commenced including seeking expressions of interest from staff interested in working for the scheme. The possibility of extending the hours of operation of the Playscheme is being explored.
- 3.21** The budget for the Renfrewshire ASN Playscheme is £150,000. The operation of the Renfrewshire ASN Playscheme will be contained within the budget provided.
- 3.22** Any expansion in the eligibility for access to the playscheme will reduce the number of days available for individual children.

4. Current Council Services for children in the mainstream

- 4.1** Renfrewshire Council doesn't deliver playschemes for children in mainstream schools nor does it operate a playscheme for children attending Mary Russell School. There are approximately 2500 children in Renfrewshire schools identified as having an additional support need. Additional support needs can be both long and short term or can simply refer to the help a child or young person needs in getting through a difficult period. The additional support needs can be due to disability or health, family circumstances or social and emotional factors.
- 4.2** The council does however provide holiday provision for children via Families First Clubs and Street Stuff. Families First Clubs are open to children in P1 to P4 who are entitled to a clothing allowance. The cost of running the Families First Clubs is in the region of £300,000 each year. Street Stuff activities are open to any child over the age of 8 is funded to the sum of £250,000. Children with additional support needs who meet the criteria for the Families First Clubs and Street Stuff can attend these programmes.
- 4.3** Renfrewshire Leisure operate activity programmes during school holiday periods. These programmes are for shorter days than the Renfrewshire ASN Playscheme and staff can't undertake personal care tasks as the activities aren't registered care services.
- 4.4** Renfrewshire Leisure ran a parents' information evening and shared with parents from Mary Russell, the full range of activities available and which their children could attend. Children from Mary Russell and mainstream schools are already accessing the Renfrewshire Leisure activities.
- 4.5** It is recognised that parents of children who attend Mary Russell and mainstream would welcome the provision of a holiday activity programme. The council isn't in the position, nor it is resourced to deliver such a programme. This is the same position of all mainstream children.
- 4.6** Senior officers have looked at the availability of a workforce to deliver playschemes for an expanded service. There are challenges in securing sufficient staff to operate the present playscheme, the Families First Clubs, Street Stuff and the activity camps operated by Renfrewshire Leisure. Given these challenges it is likely that the Council would not be able to recruit sufficient staff who meet the qualification and registration requirements to expand the current service to children in mainstream or Mary Russell.

5. Summary

5.1 When Capability Scotland withdrew from operating the previous playscheme Renfrewshire Children's Services established an alternative service. The following is the progress made in ensuring the continued delivery of the service:

- the Renfrewshire ASN Playscheme registered with the Care Inspectorate as a day care service for children attending Riverbrae School or the bases at St. Anthony's and St. Paul's Primary Schools;
- parents have been involved in the planning of the above service;
- the playscheme has operated during the Easter and summer holidays in 2017 and 2018;
- parents have been introduced to Enable Scotland to look at how they organise their own activities;
- Renfrewshire Leisure ran an information event for parents of children with additional support needs attending Mary Russell and mainstream;
- the playscheme has received a positive inspection from the Care Inspectorate; and
- preparation is underway to deliver the Renfrewshire ASN Playscheme during the Easter and summer holidays in 2019.

Implications of the Report

1. **Financial** – the Renfrewshire ASN Playscheme will continue to be provided within the budget of £150,000.
2. **HR & Organisational Development** – the recruitment of sufficient staff with experience and who are registered with the Scottish Social Services Council remains challenging.
3. **Community/Council Planning** - None
4. **Legal** - None
5. **Property/Assets** – None
6. **Information Technology** - None
7. **Equality & Human Rights** – None
8. **Health & Safety** - None
9. **Procurement** - None
10. **Risk** – None
11. **Privacy Impact** – None

12. **Cosla Policy Position - None**

List of Background Papers

Author: John Trainer, Head of Child Care and Criminal Justice
john.trainer@renfrewshire.gov.uk
0141 618 6860

Renfrewshire PlayScheme Day Care of Children

Riverbrae School
2 Middleton Road
Linwood
Paisley
PA3 3DP

Telephone: 0141 618 7205

Type of inspection:

Unannounced

Completed on:

3 August 2018

Service provided by:

Renfrewshire Council

Service provider number:

SP2003003388

Service no:

CS2017357045

About the service

Renfrewshire Playscheme is a day care service for children, providing sessional care for children with additional support needs. The service provider is Renfrewshire Council. It operates from Riverbrae School and provides a service for children who attend Riverbrae School, St. Anthony's Base or St. Paul's Base.

The service was registered with the Care Inspectorate on 17 July 2017. The terms of registration is to provide a care service to a maximum of 35 school age children. The service may operate five days each week during school holidays.

Renfrewshire Playscheme currently operates the service four days per week (Tuesday to Friday) with the opening hours from 10am until 2pm. Transport is provided for parents when requested. Children can only attend on days they are allocated.

The service aims to provide; "a range of staff with different skills to ensure that the children attending the playscheme have the best experience possible.

The staffing model includes:

- a minimum of staff to child ratio of 1:2
- a 1-1 arrangement where required
- a nurse; and
- sports and other activity coaches".

What people told us

We observed the children during our inspection. The children took part in various activities within the playrooms which included a physical room, sensory room, gym hall, soft play area, messy play area, and outdoors. We saw that the children were provided with a variety of experiences and interactions to meet their individual needs and interests. We saw that the children were content and settled in the care of the staff team. Children's comments about the playscheme were recorded and displayed on the wall. Comments included:

"I love the slides, it's cool"

"I love hanging from the Jungle Bars, I make monkey sounds"

"We love watching videos and relaxing. Especially 'Hook'".

We received one completed questionnaire from a parent/carer before the inspection and we spoke with three parents/carers via telephone. We received three completed parent/carer questionnaires after the inspection visit. Most parents either 'strongly agreed' or 'agreed' that they were happy with the quality of care their child received at the service. One parent disagreed. Included in the comments were:

"My child is loving every second of this playscheme, all of the staff give the children a happy greeting. I get a written record after every session telling me in great detail about my child's day. The playscheme is well run and provides my child with a happy, safe environment"

"My child loves it, she loves seeing her pals"

"Brilliant service, just not enough time/days for the children. Staff are fantastic!"

"Prior to the playscheme request dates, I would like to know what the service has to offer. There hasn't been any information given, I have had to investigate myself. I would like to see more staff, enabling more days on offer, five days is pretty poor over seven weeks. It would be nice to visit the site and see it in operation and what's on offer. My child can't tell me what they have done".

During telephone discussions, parents commented that their children did not get enough time at the service and some talked about the bus service not arriving on time, or going to the wrong address. The provider acknowledged these concerns during our visit.

Self assessment

The service had not been asked to complete a self-assessment in advance of the inspection. We looked at their own evaluation of the service which highlighted areas of strength and demonstrated their priorities for development.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	5 - Very Good
Quality of staffing	5 - Very Good
Quality of management and leadership	5 - Very Good

Quality of care and support

Findings from the inspection

During the inspection, we saw that staff were kind, caring and respectful of children. They were calm and consistent in their approaches to children, offering appropriate affection and celebrating their achievements. Children presented as secure in the care of staff and were happy, relaxed and engaged. Children were supported by at least one member of staff to access areas of the nursery. The high level of staffing meant that all children were included in the service provision. We saw children having fun playing with shaving foam and playdough, and playing in the soft play area. Some children enjoyed quieter activities while relaxing on comfortable cushions. We saw ample examples of staff tuning into individual children's interests to extend their play experiences. Most parents we spoke to were very happy with the level of care and support their child received at the service. We suggested that observations of children's interests and achievements are recorded so that children's experiences can be extended, and to ensure consistency of care and support.

Communication in relation to the children was a particular strength. Management and staff met every morning to share information. The Manager told us that staff were matched with individual children based on their skills and interests and they were given time every morning to read the child's individual care plan. This meant that staff had enough information about children to offer appropriate support and ensure that their needs were being met. At the end of the session, staff completed a daily diary with the children. Whenever possible, they included the children in evaluating their time at the service; this information was shared with the parents. We discussed ways that the service could further improve their communication with parents.

Two staff members were allocated to attend to children's personal care needs. This ensured consistency and told us that children were treated with dignity and respect. A nurse was on site to assist children who required medication. We found that medication was stored appropriately and consent forms had been signed. Children who were able to administer their own medication were supported by the nurse to do so which helped develop their independence skills and self-esteem.

Individual care plans and risk assessments were in place and reviewed for each holiday session. We asked that the service revise their records to show clearly when children's personal plans have been reviewed.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of environment

Findings from the inspection

Most children were transported to and from the service by bus, escorted by designated staff. Other staff members waited at the door to welcome the children allocated to their care. This helped to create a warm, welcoming and nurturing environment for children.

The provision was set out over several rooms which were clearly labelled to help children decide where they wanted to go. We saw children painting in the messy room and decorating cakes in the 'biscuit/cake making room'. The sensory room and 'Film room' allowed children to relax or enjoy quieter activities. Children could access outdoor play from each playroom; we saw children enjoying playing on the swings and listening to music in the play hut.

Playrooms were well organised, convenient and spacious. The furnishings were appropriate to the age range and physical needs of the children in attendance. There was sufficient space for children to play independently or with others. Children were supported by staff to access the wide range of activities; specialist equipment supported children to be included in activities.

Children and staff ate lunch together in the open-plan dining area. Children's preferences and dietary requirements were respected. We observed lunch to be a calm experience where children were supported by staff to be independent whenever possible. Staff offered children wipes to clean their hands before lunch. We signposted management to good practice guidance and asked that they encouraged children to wash their hands at the sink whenever possible.

Children's individual risk assessments helped identify what action to take to limit any possible hazards. The service should now complete risk assessments for the environment to consider any potential hazards when children congregate as a group: for example, the soft play area, outdoors and being transported by bus.

We saw that appropriate paperwork had been completed when children were involved in an incident/accident. It was noted by staff when parents had been informed; however, forms had not signed by parents. The manager told us that, due to children being transported to the service, contact with parents was limited and they were informed of any accidents/incidents by telephone. We suggested ways that the service could obtain written acknowledgement from parents. Management should also record updates and complete an audit of accident so that patterns can be identified.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of staffing

Findings from the inspection

All staff members were employed by Renfrewshire Council in a variety of roles which included teachers, creche workers, additional support need assistants and sports development coaches. To help keep children safe, all staff had been checked through the 'Protecting Vulnerable Groups Scheme' (PVG). Those who were required to had registered with the Scottish Social Services Council (SSSC). We discussed the timescales for playscheme staff to register with SSSC and asked that service provider monitors this closely.

Induction procedures enabled staff members to fully discuss and plan the summer programme. Some training was provided which included child protection, how to keep themselves safe, infection control and care plan updates. Staff told us that they were consulted about their skills and interests and management used this information to match staff with children and allocate specific roles. This helped to ensure that children's individual needs were met.

We found the management team and staff were enthusiastic, committed and motivated to provide positive outcomes for children and their families. The staff confirmed that everyone had worked hard to develop a cohesive team, offering support and encouragement to each other, when needed. We saw evidence of this during the inspection: 'floating staff' were available to relieve or assist anyone when required and we heard staff offering each other support at key times throughout the session.

The manager and staff team worked closely together to ensure positive outcomes for children and their families. A framework of daily meetings for staff to meet, discuss and evaluate the daily activity programme was in place. Regular 'ice-breakers' helped the large staff team to develop relationships which contributed to the positive ethos we experienced during the inspection; staff told us that they loved working at the playscheme. Staff had completed an evaluation after the Easter playscheme session; management should continue with plans to evaluate this.

The service would benefit from involving staff in developing their values and aims, and creating a clear 'Vision'.

This would support staff to determine their goals as they continue to evaluate the service and work towards improvement.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of management and leadership

Findings from the inspection

The manager and staff team worked closely together to ensure positive outcomes for children and their families. The manager was very visible within the service. She had a structured framework to meet with staff every day, giving them the opportunity to evaluate the session and raise concerns. Staff spoke highly of the manager and told us that they felt very supported to carry out their role. We found management and staff to be motivated, professional and respectful in their interactions with each other. During discussions, they demonstrated a commitment to the development of the service.

The service had some policies and procedures in place to support staff and help keep children safe. They would benefit from reviewing their policies, using local and national best practice guidance, to ensure that they reflect the current needs of the service.

Parents were consulted about the service before the playscheme was provided. We saw that views had been collated and 'key points to address' had been identified. This told us that parent's views were valued and included in the service. The service provider and management should continue to develop this, ensuring that they share feedback with parents. We discussed ways that the service could offer regular feedback to parents about any comments or concerns; the management team acknowledged that this could be improved.

The management team should develop more robust methods for sharing information about children. We found that staff passed lots of information verbally but written evidence was limited. We suggested that observations of children's particular interests and achievements were recorded in order to provide continuity of care and extend children's play opportunities. Management recognised this as an area for development and shared their ideas for improvement.

During the inspection, we sampled paperwork relating to accidents and incidents. We noted two incidents that should have resulted in notification to the Care Inspectorate. We signposted the service to practice guidance document, "Records that all registered care services (except childminding) must keep and guidance on notification reporting" and asked that they make appropriate notifications whenever necessary.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

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.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Enforcement

No enforcement action has been taken against this care service since the last inspection.

Inspection and grading history

This service does not have any prior inspection history or grades.

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.