Arolygiaeth Gofal Cymru
Care Inspectorate Wales

# Inspection Report

## 7-2-11 Club

Hawarden Village Church in Wales Primary School, Cross Tree Lane, Hawarden, CH5 3PY

01244 532091

hawardenvillage.net

**The inspection visits for this service took place between 13/10/2025 and 20/10/2025**

## Service Information:

| | |
|---|---|
| Operated by: | Catherine Jones, Lucy Humphreys |
| Care Type: | Children's Day Care |
| Registered places: | 60 |
| Main language(s): | English |
| Flying Start service: | No |
| Receive funding to provide early years part time education: | No |
| Promotion of Welsh language and culture: | The provider is not promoting the Welsh language and culture needs of people, and this requires improvement. |

## Ratings:

| | |
|---|---|
| Well-being | Excellent |
| Care & Development | Good |
| Environment | Good |
| Leadership & Management | Good |

## Summary:

Children are happy and thoroughly enjoy their time at the club. They develop positive relationships with staff and other children. Children are confident to make choices, and their feelings are acknowledged and valued. They are enthusiastic and interested in their play and enjoy an excellent range of engaging opportunities.

Staff understand the club's policies and procedures well and implement them consistently. They promote children's well-being. Staff manage risks and understand their responsibilities to safeguard children. They are good role models, and they build the confidence and self-esteem of children in their care. Staff have attended First Aid training. However, there are not enough staff working at the club who hold the Full 12 hour Paediatric First Aid certificate.

The environment is safe, secure and welcoming. There is ample space for children to play freely. Leaders maintain suitable risk assessments and conduct appropriate fire drills regularly. They

provide a good range of recreational activities which meet key developmental and well-being needs. However, visitor access procedures are not always implemented well enough.

Leaders are enthusiastic and manage the service effectively. They value their staff and have very good partnerships with parents and the school. Leaders take on board feedback to improve the standard of their service and ensure all staff have the qualifications and knowledge to provide good quality care to children.

# Findings:

## Well-being — Excellent

Most children communicate very confidently as their wishes and needs are fully considered. For instance, children were observed choosing indoor or outdoor play, selecting their activities and moving around freely. The children's feelings are acknowledged and valued. Children enjoy making decisions as they take part in the many activities on offer. Children's opinions and interests are highly valued, acted upon and continually reviewed. For example, children create wish lists of activities and resources they would like at the club, and these are carefully used to plan future activities and purchases.

There is a very happy feel to the setting, and most children feel extremely safe and incredibly content. They settle quickly on their arrival and are familiar with the club's daily routines. We saw evidence of enjoyment, chatter and laughter throughout the session. Children have a strong sense of belonging and have close bonds with staff, most of whom also work in the attached school, which has a positive impact on their well-being and motivation. Children talk confidently and enjoy explaining to visitors which days they attend the setting, and what they like about it.

Most children co-operate extremely well and are actively interested and engaged. For example, children work together to build a den, and they take turns as they play games with scooters. They are polite and show patience and respect for their friends. They respond well to staff and readily follow instructions. They are given a lot of freedom to explore the environment, and they show respect towards property. Children are familiar with the routines of snack time and patiently wait their turn to choose their snack.

Most children are very happy in their play, enjoy the resources and games, and the variety of activities available. They show a keen interest in the outdoor activities such as football and playing with bouncy balls and engage well during poster making competitions. Nearly all children show curiosity and explore a variety of play opportunities. As the children choose independently, this leads to a good sense of achievement and enjoyment. Most children concentrate for a significant amount of time and enjoy completing activities at their own pace, following their own interests.

Most children are developing their independence well through the opportunities provided. For example, they take responsibility for their own bags and coats, they select their own snack and take care of their own personal needs. They express opinions, ask questions and offer their own ideas confidently. Children tidy up well and problem solve successfully during their play.

## Care & Development — Good

Staff follow effective health and safety procedures to ensure the well-being of children. Staff ensure all children have access to the outdoor play areas as much as possible during their time at the club. This offers children the benefits of physical exercise and fresh air. Staff record allergies and health conditions and manage these effectively through appropriate procedures. All staff hold valid food safety qualifications and offer healthy snacks to the children. They encourage children to wash their hands before eating.

Most staff have undertaken appropriate safeguarding training. They demonstrate a good understanding of their safeguarding responsibilities and the action they need to take, should they have a concern about a child. There are suitable systems for reporting both accidents and the administration of prescription medicine. However, although staff notify parents of accidents/incidents, the record is not signed by parents. All staff hold Paediatric First Aid training certificates; however, outcomes for children require improvement because there are not enough staff who hold the Full 12 hour Paediatric First Aid certificate, and we expect the provider to make improvements. Staff collect all relevant information about children prior to them starting at the club and they carry out regular fire drills. Staff accurately record children's arrival and departure times in the daily registers so that children can be always accounted for.

Staff have developed strong and positive relationships with the children. They are consistently warm, patient and kind in their interactions with the children. Their responsive, nurturing approach means children feel very comfortable and relaxed and this sets the tone for interactions between them. Staff are experienced and have a good understanding of children's development, varying needs and how these can impact on behaviour. They are observant when children need support and intervene appropriately. For example, staff gave a group of children a timer to help them take equal turns on a rope swing. Staff consistently implement positive behaviour management strategies.

Staff know the children and their individual needs very well. They naturally adjust the care and the behaviour strategies they use to suit each child. Children with additional learning needs are appropriately supported. Staff have a good knowledge of play-based learning and provide a wide range of activities, which appeal to the children's individual interests. This range was seen on the day and demonstrated in the club's photograph books.

## Environment — Good

Leaders follow effective safety procedures to ensure the environment is safe and secure. However, outcomes require improvement because on the day of our visit, school staff granted our access to the building without implementing their procedure of verifying identification and signing in visitors. Following this, when we arrived at the room in which the club runs from, leaders did not verify our identification or ask us to sign in either. Therefore, we expect the provider to make improvements. The large outdoor play area is securely fenced. There are effective risk assessments in place for all areas used by the setting. Leaders review these regularly and mitigate risks as and when required. The premises are clean throughout. Leaders have access to a well-maintained kitchen for preparing snacks. The toilet facilities are clean and age appropriate, and all staff follow guidelines to promote children's privacy and dignity.

The environment is suitable, welcoming and child friendly. There is plenty of indoor and outdoor space for children to play. Indoors, children have use of a large hall with additional access to the library area for rainy days. The main hall is divided into sections providing different areas for children to use. For example, there are tables for drawing and craft, various areas to play with toys, and a ping pong table, allowing children to make decisions about where they play and what they do. These facilities help enhance children's development and nurture their interests. There are adjacent accessible toilets and areas for children's personal belongings to be stored and accessed independently. Bathrooms are well stocked with liquid soap and dryers to promote good hand hygiene. The club uses a display board to further support children's sense of belonging. There is a storage cupboard within the hall for the club's resources which staff bring out during the session.

Outdoors, children have access to a very large area, containing attractive and interesting play spaces. There are a wide range of facilities and resources such as loose parts equipment, an adventure trail, climbing frame, large field and a quiet sheltered area for children to relax in. These support children's key developmental, and well-being needs such as physical exercise, teamwork and skill development. The large storage shed has a door that remains open enabling children to access any resources they wish to use. Resources are clean, safe, of good quality and appropriate for the various age groups that attend. Furniture and equipment are sized appropriately, and all toys and resources are well-maintained.

## Leadership & Management — Good

Leadership and management of the setting is good. Staff are well qualified, experienced, and passionate about the care they offer. They are keen to raise standards and provide an effective service to children and their families. Leaders demonstrate a sound understanding of the Regulations and National Minimum Standards under which they are required to operate. They provide parents with a detailed statement of purpose including information about how the club runs. They have a wide range of detailed policies and procedures which are reviewed and updated at least annually. Leaders have effective record keeping systems in place including children's contracts, risk assessments and staff files.

Leaders follow worthwhile systems when evaluating the club. They consistently self-evaluate, and seek feedback from parents, staff and children. All information is used purposefully within the Quality-of-Care report to identify priorities for improvement and to further develop opportunities for children. Examples include purchasing new resources from the children's wish lists such as prams, multicultural dolls and bouncy balls. Leaders are pro-active in seeking out grant funding to improve the facilities. They complete and submit the Self-Assessment of Service Statement (SASS) when requested to Care Inspectorate Wales (CIW) and they notify CIW of events and changes to their club as required.

Leaders value their staff. There is a positive ethos, and they work closely together to ensure the best experiences for children. Leaders successfully ensure there are enough experienced staff present to make sure children are always well cared for. The staff files we looked at were up to date and demonstrated that leaders undertake relevant checks to ensure staff are suitable to work with children. They conduct regular supervisions and appraisals to support staff in their professional development and training requirements. Staff members we spoke to told us they feel supported by management and are happy working at the setting. Leaders ensure they maintain suitable ratios of staff to children to meet children's individual needs.

Partnerships with parents are strong. Parents' feedback in questionnaires was very complimentary of the care their children receive. The club works well with the school in which it is based and, as many of the staff also work in the school, this ensures there is a consistent approach to the care provided. The club also benefits from the school's extensive facilities.

# Areas identified for improvement

Where we identify **Areas for Improvement** but we have not found outcomes for people to be at immediate or significant risk, we discuss these with the provider. We expect the provider to take action and we will follow this up at the next inspection.

Where we find outcomes for people **require significant improvement** and/or there is risk to people's well-being we identify areas for **Priority Action**. In these circumstances we issue a Priority Action Notice(s) to the Provider, and they must take immediate steps to make improvements. We will inspect again within six months to check improvements have been made and outcomes for people have improved.

The table(s) below show the area(s) for priority action and/or those for improvement we have identified.

| Summary of Areas for Improvement | Date identified |
|---|---|
| Visitor verification and signing in procedures are not implemented consistently enough which could compromise the security of the setting. | 13/10/25 |
| Not enough staff currently hold a Full 12-hour Paediatric First Aid certificate, which could limit the setting's capacity to respond promptly and confidently to medical emergencies. | 13/10/25 |

**CIW has not issued any Priority action notices following this inspection.**

# National Minimum Standards

Where we find the provider is not meeting the National Minimum Standards for Regulated Child Care but there is no immediate or significant risk for people using the service, we highlight these as Recommendations to Meet National Minimum Standards.

We expect the provider to take action to address these and we will follow these up at the next inspection.

| Standard | Recommendation(s) |
|---|---|
| Standard 5 - Records | To ensure accident/ incident records are signed by parents/carers. |

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