Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Clwb Ffrindie Bach

Ysgol Pen Barras, Ffordd Glasdir, Ruthin, LL15 1QQ

01824704129

The inspection visit took place on 22/04/2026

Service Information:

Operated by:	Clwb Ffrindie Bach
Care Type:	Children's Day Care
Registered places:	80
Main language(s):	Welsh
Flying Start service:	No
Receive funding to provide early years part time education:	No
Promotion of Welsh language and culture:	The provider promotes, anticipates, identifies, and meets the Welsh language and culture needs of people.

Ratings:

Well-being	Adequate
Care & Development	Poor
Environment	Adequate
Leadership & Management	Poor

Summary:

Children express themselves appropriately and are familiar with the daily routines. They make decisions about how they spend their time and follow their interests suitably, meaning they are developing their independence skills. Children are interested and engaged in their play and learning activities and most interactions between children and staff are positive.

Staff are developing their understanding of their roles and responsibilities in keeping children healthy and safe. They promote most healthy practices suitably but are not fully confident about implementing relevant policies and procedures consistently to meet regulatory requirements. Staff interactions are mostly positive. They organise suitable experiences to engage children in their play and learning activities.

Leaders ensure the environment is secure and clean. However, risk assessments are not fully

reflective of the provision, and daily health and safety checks are not conducted effectively. Leaders ensure children access age-appropriate toys, resources and equipment and the outdoor play environment encourages children to develop their physical skills appropriately.

Leaders manage some aspects of the setting appropriately. They have built a motivated staff team and positive partnerships with parents and carers. However, not all areas of the setting are managed effectively, and significant improvements are required to meet with regulations and standards.

Findings:

Well-being — Adequate

Children have suitable opportunities to make choices and decisions about what affects them. They are confident communicators and express themselves appropriately. For example, children enjoy talking about seeing a little lamb and demonstrating how they fed the lamb with a bottle. Children spoke about what they like doing at the Clwb such as colouring in and going down the big slide. They enjoy demonstrating how they ride their bikes and successfully manoeuvre around tyres.

Children are greeted in a friendly manner and as a result settle quickly. They are familiar with the daily routines and showed us how they wash their hands before snack time and how they stand in a line before going to the school hall for their lunch. They approach staff with ease to make their requests. For instance, a child invited staff to join them as they used chalks to draw flowers. However, not all children's requests are responded to promptly. For instance, staff were hesitant when responding to a child's request for a drink of water after playing outside.

Children interact appropriately with their friends and those caring for them. They enjoy the social occasion of snack time and sit at the table well, practicing good manners. Children are learning to share, take turns and co-operate appropriately. For instance, they took turns to go down the slide, shared the craft equipment and co-operated well while creating a scene with a Pirate ship. Friends happily sit together on a bench, laughing and pretending they are driving a car on an exciting adventure.

Children experience a variety of age-appropriate opportunities that promote their all-round development and enable them to follow their own interests. They enjoy taking part in group activities and enthusiastically develop their creative skills. For instance, they scrunched up tissue paper and sprinkled glitter to decorate their flower creations. Children develop their imagination well as they role play. They showed us how they dressed up as Vets and cared for the soft toy animals. Children concentrate for appropriate periods and have fun using an interactive smart board to complete numeracy and language activities.

Children are developing their independence appropriately; however, opportunities to further promote this are missed at snack time, as food and drinks are served to them instead of supporting children to serve themselves. Children direct their own play appropriately. During outdoor play, a child entertained themselves by using a toy mower, pretending to cut the grass. They enjoyed knocking pieces of wood together and scraping a bench with sandpaper. Children enjoy relaxing and having some quiet time while reading books.

Care & Development — Poor

Staff are gradually developing their understanding of their role and responsibilities to keep children safe and healthy, and most staff have completed mandatory training suitable for the ages of children being cared for. They complete accident and incident records accurately, and these are acknowledged by parents and carers to evidence they have been informed. Medication forms are signed by parents and carers, but these forms are not tailored specifically for the setting and are in line with school medication procedures. Fire drills are not recorded as being held at regular intervals to make sure children know what to do if they must leave the premises in the event of an emergency. Staff record children's attendance; however, they do not consistently record the daily hours of attendance for either children or staff. Outcomes for children require improvement because the responsible individual has not ensured there is a clear audit of children's times of attendance and the staff caring for them during those times and we expect the provider to make improvements.

Staff make sure children wash their hands with soap and water to remove dirt, germs and viruses after using the toilet and in readiness for mealtimes. This helps to develop their personal hygiene practices appropriately. Staff provide healthy snacks with a choice of water or milk to drink. However, staff are not providing the opportunity for children to always access fresh drinking water independently to remain fully hydrated. Staff supervise children appropriately during mealtimes. However, opportunities to create a sociable mealtime environment where staff model positive behaviours and engage children in meaningful conversation are missed because children watch television while staff eat their lunch.

Staff are underconfident and hesitant about safeguarding procedures and their overall response regarding their responsibilities was poor. Outcomes for children require significant improvement because staff fail to fully fulfil their roles and responsibilities to keep children safe and healthy. The provider must take immediate action to address this issue.

Staff praised children for their efforts and celebrated their achievements positively. Staff encouraged children to take turns, share and co-operate throughout their play and learning experiences.

Staff organise suitable play and learning experiences for children. However, the planning system for these activities is underdeveloped. Leaders explained they follow the themes set by the school, but specific planning was not clear. They observe and record children's progress, but do not fully explain how these observations are used to create activities for individual children's development. Since the inspection, leaders confirmed they have registered to attend training on activity planning.

Environment — Adequate

Leaders make sure the environment is welcoming and clean. There is sufficient space, both indoors and outdoors for children to move around freely and develop their play and learning independently.

Leaders ensure there is an appropriate system to manage access to the setting, and this is via the hosting school reception. However, leaders have not ensured visitors are recorded separately from the school system to evidence their attendance at the setting. Leaders have an information board for staff, but this does not specifically relate to the registered setting.

Leaders have completed written risk assessments; however, these are overly generic and do not adequately reflect the specific environment, activities, and outings children experience. This limits their effectiveness in identifying and implementing appropriate measures to minimise potential risks to children. Leaders confirmed daily health and safety checks are undertaken by staff, but these are not recorded to evidence they have taken place. This became evident during outdoor play when staff removed a resource to prevent hazard to children. Staff said they did not realise the resource was there. Outcomes for children require improvement because the responsible individual has not ensured risks are managed effectively and we expect the provider to make improvements.

Leaders implement appropriate cleaning routines, which help to minimise any risks to children's health and safety. The layout of the play area promotes children's independence appropriately enabling them to access toys and resources with ease. There is a good selection of recycled and natural resources to promote children's curiosity. There are ample toys, good quality resources and furniture suitable for the ages cared for. However, there is a lack of resources to promote children's awareness about the world around them. Leaders have organised a designated area for children to store their personal items and this creates a sense of belonging.

Leaders make sure the outdoor play environment develops children's interests and curiosity. For instance, there are resources and equipment to develop children's physical, creative and imaginative skills. Leaders make sure children have opportunities to learn about the natural world and have organised areas to develop their gardening skills.

Leadership & Management — Poor

Leaders manage some aspects of the setting suitably. They have built a staff team who are supportive of one another and motivated to make improvements. However, significant improvements are required to meet regulations and standards.

The statement of purpose fails to accurately reflect how the service operates and does not contain all the required information. During the inspection the policies and procedures presented were outdated and not in line with current Welsh legislation and guidance. Following our visit the leaders took action to update some of these policies. However, there is no evidence staff have read and understood these recently updated policies to implement them effectively in practice. Outcomes for children require significant improvement because the responsible individual has not ensured the statement of purpose is accurate and there is no evidence to ascertain staff's understanding of recently updated policies and procedures, we expect the provider to make improvements, and we have therefore issued a priority action notice. The provider must take immediate action to address this issue.

Leaders have updated the safeguarding policy in line with current guidance but have not included the contact information for all the professional agencies in both the Welsh and English versions. Leaders are not notifying Care Inspectorate Wales (CIW) consistently about changes made to the setting for example, they have not added the after-school club person in charge details onto the CIW online portal. Outcomes for children require improvement because the responsible individual has not ensured all relevant notifications have been submitted to CIW and we expect the provider to make improvements.

Leaders promote the Welsh language and culture throughout the provision consistently to raise children's understanding and use of the language. They have completed a report reviewing the quality of care in March 2025. The report evaluates the setting and draws on comments from families. However, it fails to include comments from staff, children and other professionals to fully evaluate the setting and identify further improvements.

Leaders have ensured most staff have completed mandatory training and their qualifications are relevant for the ages of children cared for. However, they have failed to gather all the required information in the staff employment files. Outcomes for children require significant improvement because the responsible individual has not ensured all the required information has been included in the staff employment files to ascertain the persons suitability in their role in caring for and safeguarding children and we have therefore issued a priority action notice. The provider must take immediate action to address this issue.

Staff said they enjoy working at the setting and feel supported in their role. However, leaders did not evidence they have a regular and formalised supervision and appraisal system. Outcomes for children require improvement because the responsible individual has not ensured there is a formalised and regular system to provide staff with meaningful one-to-one supervision and annual appraisal in order they have an opportunity which encourages them to think about the quality of their practice and raise any safeguarding concerns, and we expect the provider to make improvements.

Parents and carers said the setting is ‘excellent’ and they and their children are happy with the setting. Parents and carers said the setting is ‘valuable’ for families and said their children enjoy attending.

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
Outcomes for children require improvement because the responsible individual has not ensured the risk assessments are fully reflective of the premises, activities and outings to make sure appropriate measures are in place to eliminate potential risks to children. They have not ensured staff undertake appropriate daily health and safety checks of the premises and we expect the provider to make improvements.	22/04/26
Outcomes for children require improvement because the responsible individual has not ensured there is a formalised and regular system to provide staff with meaningful one-to-one supervision and annual appraisal in order they have an opportunity which encourages them to think about the quality of their practice and raise any safeguarding concerns and we expect the provider to make improvements.	22/04/26
Outcomes for children require improvement because the responsible individual has not submitted the relevant notification via the CIW online portal to inform CIW about which staff member is the person in charge of the after school club and we expect the provider to make improvements.	22/04/26
Outcomes for children require improvement because the responsible individual has not ensured there is a clear audit of children's times of attendance and a record of staff caring for them during those times and we expect the provider to make improvements.	22/04/26

Summary of areas for Priority Action	Date identified

Outcomes for children require significant improvement because the responsible individual has not ensured all staff are confident in their responses regarding safeguarding procedures and we expect the provider to make improvements and we have therefore issued a priority action notice. The provider must take immediate action to address this issue.	22/04/26
Outcomes for children require significant improvement because the responsible individual has not ensured the statement of purpose contains accurate information to make sure parents and carers have all the information they need to make an informed choice about the childcare service they require. Not all policies and procedures have been fully updated in line with current Welsh legislation and guidance and evidenced that staff have read and understood them in order to implement in their practice.	22/04/26
Outcomes for children require significant improvement because the responsible individual has not ensured all of the required information has been included in the staff employment files to ascertain the persons suitability in their role in caring for and safeguarding children and we have therefore issued a priority action notice. The provider must take immediate action to address this issue.	22/04/26

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 12 - Food and drink	Ensure children can access fresh drinking water independently, at all times.
Standard 12 - Food and drink	Create social-able opportunities for children and staff to eat together to provide an opportunity for positive role modelling and engaging in conversation.
Standard 24 - Safety	Conduct and record fire drills at least every 6 months, recognising that younger children benefit from more frequent practice.
Standard 20 - Child protection	Ensure the contact details of the local authority safeguarding team is included in both the Welsh and English versions of the safeguarding policy.

Mae’r adroddiad hwn hefyd ar gael yn Gymraeg

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