Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

My Time Project Bulwark

Bulwark Community Centre, Laburnam Way Bulwark, Chepstow, NP16 5RF

07971094280

The inspection visits for this service took place between 27/07/2026 and 28/07/2026

Service Information:

Operated by:	Action for Children
Care Type:	Children's Day Care
Registered places:	15
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 makes an effort to promote the use of the Welsh language and culture or is working towards a bilingual service.

Ratings:

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

Summary:

Children are happy and very much enjoy their time at the setting. They have positive relationships with staff and form good friendships with their peers. Children are confident to make choices, and they engage well in activities available to them.

Staff follow the setting's safeguarding policy and procedures to ensure children are safe, and staff are very confident in understanding their role and responsibilities. All staff provide a nurturing and caring play environment. They have a good understanding of the varying needs of the children who attend the setting and they meet the children's individual needs effectively.

Children are cared for in a safe and clean environment, with plenty of indoor and outdoor space to play. The staff are experienced in identifying unnecessary risks to children and as far as possible eliminate the risks well. Children have access to furniture, equipment, and a large selection of toys, activities and resources that are appropriate and suitable for their needs. The community centre the

setting operates from is very well equipped with facilities such as hoist to enable staff to provide intimate care for the children who require safe handling and lifting. Resources are of a good design, in good condition and are well maintained.

The management team who run the setting has a clear statement of purpose, which describes the vision for the setting well. The manager of the setting actively supports and challenges everyone to do their best. She operates the setting to follow safe and thorough recruitment processes to ensure there are sufficient qualified and experienced staff for the range of children cared for.

Findings:

Well-being — Good

Children make their own decisions about how they spend their time at the club and those who can, direct their own play. Children who need some help in making decisions about what they want to do, are given ample time to make their choices by verbally and non-verbally indicating what they would like to do. Some children are confident to initiate games and ask for support from staff when needed. For example, some children went outside and played in the water trough or played physical games such as throwing and catching. Some children stayed in and moved between different activity room choosing to do puzzles or play with a large selection of dinosaurs on the floor. A member of staff told us that the child playing with dinosaurs could name most of the dinosaurs as they are passionate about prehistoric creatures. Children have close bonds with staff who help them feel secure and relaxed. All the children are happy to play alongside each other or chose to play alone.

Children value their time at the setting. Some children told us they enjoy the opportunity to play with their friends and to make new friends from other schools. Children are kind and caring towards each other. When a child was sat alone in a corner, another child approached and asked, *"Are you alright, you look sad?".* They took their hand to join them in their play.

Children have good relationships with staff, and we heard children laugh and smile indicating they were happy and had a good time at the setting. Children from a wide age group attend the setting and overall, they have varying learning needs. In the main most of the children are supportive of each other and they follow the staff's good role modelling to play cooperatively with each other and be kind to everyone. Some children are confident and enjoy chatting with us and asking about our roles.

Children choose from a good range of activities, which are stimulating and interesting. For example, sand and water play and drawing and colouring, playing with play dough and using musical instruments to settle. Children are also able to have quiet times on large bean bags. Some children wash and sanitise their hands and others, need the help from staff. English is the main language of the setting with some incidental Welsh while singing and counting.

Care & Development — Good

Staff follow the good health and safety procedures in place effectively to ensure the well-being of children. All staff have completed first aid, food hygiene and safeguarding training. The setting's child protection policy is comprehensive. All staff spoken to confidently talked about their roles and responsibilities in the event of a disclosure or allegation of abuse. Staff give safety messages to children in order to avoid any accidents. For example, walking indoors and not to climb over activities on the floor as they are likely to fall and hurt themselves. Staff clean all surfaces before children sit down to have their snack, thus minimising the risk of cross infection. Staff carry out regular fire drills which are logged. However, total numbers of children and adults present during the evacuation was not recorded.

Staff manage children's interactions very well, helping the children to cooperate and learn social skills. Staff sit and chat with the children all the time, responding appropriately to nonverbal cues as well as to those who can verbally communicate. They remind all the children to be considerate and respect other children's work. They offer affectionate praise and encouragement throughout the session and support children to regulate their emotions by listening and giving appropriate eye contact. Subtle cues such as rubbing the hand of a child who needed reassurance or wiping a face, helped all the children feel dignified. Staff respect children who are happily playing alone and want their own space and at other times they offer the opportunity to join in group activities by joining in themselves so everyone feels included.

Staff meet children's individual needs, as they know them well. They provide a nurturing and caring atmosphere and give responsive care, as they act upon details the parents share, both verbally and in registration forms about their children. Several staff members have cared for some children since they were young and are proud to share the close relationship they have.

Staff promote children's development by planning and providing good play and learning experiences. The manager plans daily activities so children know what will be available for them to do when they arrive. All staff give feedback to parents at the end of the session and they also make notes if parents have something to report about their child at the start of the session. This helps all staff understand daily needs. Staff also complete accident and incident logs. We viewed accident records and noted that the record does not provide an advisory for parents to supervise their child carefully after a bump or injury to the head.

Environment — Good

The management team ensure that the environment is safe, secure and that children are supervised well. All areas, indoors and outdoors, are hazard free and staff carry out thorough visual risk assessments on a daily basis. All visitors sign in upon arrival and departure. Registers record children and staff attendance well, including their actual times of arrival and departure. This means staff can account for everyone present at all times.

The manager and the staff team provide a child friendly environment. Indoors, children use suitable sized chairs, tables, and furniture, meaning they can take part in activities comfortably. Children can access equipment and resources independently and they are supported to choose what they want to do each session. They also have access to a suitable outdoor area and use nearby grassed spaces within the community centre facilities. The community centre that the setting runs from during the holidays is very well facilitated for the needs of the children being cared for. For example there are good changing facilities in the bathroom including an electronic hoist to help staff provide intimate care to children with dignity and privacy. All staff are trained in manual handling and they told us they are all confident in using the equipment required.

The staff team ensure children have access to a range of good quality, play and learning resources. Activities and toys are available in sufficient quantity to ensure children have an interesting choice. This includes outdoor facilities, arts and craft, books, ball games, dressing up clothes and small world play. All toys and games are kept clean, in good order and stored at children's height during the session. Equipment and furniture are suited to the stage and needs of the children attending.

Leadership & Management — Good

Leadership at the setting is good. The management team provide a clear vision and continue to develop systems that support staff and children. Policies and procedures are in place. However, some policies, such as lost child and uncollected child policies, had omitted information such as the contact details for the regulator CIW and contact details for the local safeguarding board. The manager and staff who run the setting promote good outcomes for children. Staff tell us they are happy and well supported. There are consistent practices throughout the setting and staff work well as a team. The management team comply with regulations. They have an updated statement of purpose that accurately reflects the service being offered.

Overall, the manager of the setting deploy staff well and make use of resources to support children's wellbeing, play and learning effectively. Staff recruitment systems are in the main robust. The management team of the setting have a system for appraisal and supervision which encourage reflection and identify areas for improvement. The manager of the setting consults with children and staff as part of the evaluation process and plan ahead for the next holiday club.

The manager ensures that staff files include all the correct supporting documents and robust checks have been carried out prior to employment, ensuring children are cared for by suitable and competent staff. All staff have current DBS certificates, and these are included as part of the staff matrix. Staff are well trained and qualified. They told us that they are encouraged and supported to do training aside from the mandatory training that is required. Staff have all been trained in manual handling so that they use the hoist safely and effectively. Staff have had training in other emergency medical procedures which reflect the needs of the children who attend.

Parents are kept well informed about their child's day through verbal and written feedback. Parents spoken to during the inspection told us that the service is invaluable, and their children enjoy attending and meeting their friends over the holidays. Parents feel while their children attend the setting they themselves have some respite care that is much needed and valued.

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.

CIW has no areas for improvement identified following this inspection.

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	Broaden fire drill records to include total numbers of children and adults on the premises. To help understand patterns or trends that can be improved.
Standard 1 - Information	Broaden the lost child, uncollected children and safeguarding polices to include contact details for local authority safeguarding number and the regulator CIW contact details.

Best Practice

Where we think it helpful, we may make best practice recommendations. These are to encourage settings that are doing well to become even better at helping children thrive.

Recommendation(s)
Broaden the accident records to include advice for parents to supervise children if an injury to the head is received.

Mae’r adroddiad hwn hefyd ar gael yn Gymraeg

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