

# Indiyouth Day Care of Children

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Castlemilk  
Glasgow  
G45 0EQ

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**Type of inspection:**

Unannounced

**Completed on:**

2 August 2018

**Service provided by:**

The Indigo Childcare Group

**Service provider number:**

SP2007009288

**Service no:**

CS2012310151

## About the service

Indiyouth registered with the Care Inspectorate on 15 July 2014. It is registered to provide a care service to a maximum of 30 young people attending school from p7 to under the age of 16 years at any one time. The service operates between 3 and 6.30pm Monday to Friday during term time and between 7.30am and 6.30pm, Monday to Friday during school holidays.

The service is provided by The Indigo Childcare Group and is accommodated within the youth wing of a community building in the Castlemilk area of Glasgow. The service has a peripatetic management arrangement with one of the provider's other out of school services in Castlemilk.

The overarching objectives for the provider's out of school services are:

- To provide a safe, fun, welcoming and happy environment for children from 1 to 16 years old, parents and staff.
- To follow the Curriculum for Excellence for children aged 5 to 16 years to provide quality activities and experiences to promote each child's development and learning in all areas of the curriculum to become confident individuals, an effective contributor, a successful learner and a responsible citizen.
- To apply GIRFEC (Getting it right for every child) approach to support each child's wellbeing. The approach uses the eight areas of wellbeing in which children need to progress to do well now and in the future.
- To refer to and follow best practice as indicated by the Care Inspectorate (early education and childcare 16); and the Scottish Social Services Council (SSSC) codes of practice.

More specific information about Indiyouth and its aims can be accessed from the service provider.

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service. We want to ensure they have the best start in life, are ready to succeed and live longer, healthier lives.

We check services are meeting the principles of Getting it right for every child (GIRFEC); Scotland's national approach to improving outcomes and wellbeing for children by offering the right help at the right time from the right people. GIRFEC supports children and their parents to work with the services that can help them. There are eight wellbeing indicators at the heart of GIRFEC: safe, healthy, achieving, nurtured, active, respected, responsible and included.

## What people told us

We inspected the service during the school holiday period when there were 20 young people attending. All of the young people were observed to be very comfortable and relaxed in their environment and clearly felt ownership of the service. They took great pride in explaining what was special about Indiyouth, such as the relationships they had developed with their peers and staff. Young people could articulate the balance between being afforded greater independence and freedom than experienced in other services while also understanding the boundaries and why they were necessary. Five young people completed a questionnaire for us. Their written comments identified strengths of the service, such as:

(Staff are very good because) "They are very welcoming, always open to have a chat if you're having an off day, care for us very well."

"We usually choose our own snack and prepare it ourselves and it gives us independence and will come in handy later in life when we move out of our parents' house."

"We have monthly meetings (supper club) where we talk about the service decisions and have a group meal that we make."

(Activities are very good because) "They are active and fun. Some are fun, like the bleep test."

"It gives me something to do instead of staying at home by myself and it helped improve my confidence."

The young people's pointers as to where improvements could be made mainly centred on the age range that the service was open to, for example - "For the older ones not to tell us what to do."

We received eight completed questionnaires from parents/carers before the inspection. Six strongly agreed and two agreed that overall they were happy with the quality of care their child received from the service. Their written comments included:

"Would recommend to everyone these guys make being a working parent much easier."

"This service is one of the best things that happened to my daughter, the confidence she shows because of the trust she has in staff is amazing."

## Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at their own quality assurance paperwork, including their improvement plan. These demonstrated the service priorities for development and how they were monitoring the quality of their provision.

## From this inspection we graded this service as:

<b>Quality of care and support</b>	6 - Excellent
<b>Quality of environment</b>	not assessed
<b>Quality of staffing</b>	not assessed
<b>Quality of management and leadership</b>	6 - Excellent

## What the service does well

A strength of the service continued to be the respectful and empowering ethos that had been created by the staff and young people together. As the service had established itself, staff had recognised the need to ensure that new people joining the group would feel equally welcomed and included. As a result an exemplary transition programme had been developed for young people that were ready to move from one of the provider's out of school services to Indiyouth. This included Indiyouth staff visiting the other service as well as the young people coming to visit Indiyouth and participating in routines and activities. This helped them to judge for themselves whether they felt the service was right for them and they were ready to make the transition.

The format for young people's personal plans ensured that staff were responsive to their needs and interests. Young people were able to choose which member of staff they would like to work with to collate their plan and set targets but were also free to change that keyworker if they believed they would be more comfortable with another member of staff. This made it more likely that trusting relationships would develop where young people felt safe and respected.

Staff participated in regular training on child protection and had a clear understanding of their responsibilities to protect young people from harm, neglect, abuse, bullying and exploitation. They had used workshops and projects to encourage young people to identify and manage risk, for example on gender, equity and sexuality. This addressed a previous recommendation about promoting healthy lifestyles and contributed to young people's emotional wellbeing and resilience. Young people were also safeguarded because the security of the building had been improved.

The service provider's chief executive provided strong leadership for the organisation and had involved staff in their vision for delivering positive outcomes to children and young people. Staff we spoke to were very committed to the organisation and to Indiyouth; they believed their ideas were listened to and felt very supported by management. One example was where the lead practitioner had identified 'How Good is Our Learning and Development in the Community' as the most appropriate quality assurance tool to evaluate the service. We found that this tool was already enabling a model of distributed leadership across the team. Staff spoke passionately about professional development activities they had participated in to give them confidence in how they supported young people to achieve their best. For example one member of staff had become the Inclusion Co-ordinator for the whole organisation.

Leadership permeated the organisation and service. Young people shared both informal and formal examples of decision making and consultation they had been involved with. This ranged from meal or summer trip planning to having a role in interviewing new staff or participating in the Youth Leadership programme. The Youth Leadership programme offered work placements in one of the service provider's nurseries; promoting new skills and building the young person's self esteem and sense of achievement.

We were impressed with the enthusiasm with which staff and young people engaged with the inspection process to ensure we understood the aims, values and operation of the service.

## What the service could do better

We acknowledged that clear and detailed staged intervention paperwork was in place to support young people's individual needs, if needed. The manager agreed that it would be beneficial to incorporate the GIRFEC wellbeing indicators within the format as this would match more clearly with young people's personal plans as well as facilitating work with other agencies when required.

We encouraged management, staff and young people to have clearer information boards that gave people a better understanding of the distinct work of the service. Indiyouth shared the community building with other services therefore it would be helpful for families and other users to understand not only how Indiyouth is regulated but also the positive contribution it makes to young people's lives.

Indiyouth should continue with their own plans to explore ways to meaningfully involve parents/carers in the service future developments.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://www.careinspectorate.com).

## Inspection and grading history

Date	Type	Gradings								
9 Jun 2015	Unannounced	<table> <tr> <td>Care and support</td> <td>5 - Very good</td> </tr> <tr> <td>Environment</td> <td>5 - Very good</td> </tr> <tr> <td>Staffing</td> <td>6 - Excellent</td> </tr> <tr> <td>Management and leadership</td> <td>5 - Very good</td> </tr> </table>	Care and support	5 - Very good	Environment	5 - Very good	Staffing	6 - Excellent	Management and leadership	5 - Very good
Care and support	5 - Very good									
Environment	5 - Very good									
Staffing	6 - Excellent									
Management and leadership	5 - Very good									

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