

Quality of the Physical Environment & Monitoring and Evaluation Inspection Report Sessional & Full Day Care

Name of Service:	Footprints Women's Centre – Day Care
Address of Service:	84a, Colinmill
	Belfast
Postcode:	BT17 0AR
Telephone No:	028 9092 3444
E-mail address:	childcaremanager@footprintswomenscentre.com
Name of Registered Person:	Lisa Maclean
Name of Manager:	Angela Garland
Days open:	Monday to Friday
Opening hours:	8.00am to 6.00pm

Type of Service (please tick as appropriate)	Full Day Care	Play- group	Crèche	After School	Other (please advise)
	X				
	Private	Not for Profit	Other		
		Х			

	Age Range	Number of Children Registered for	Number of Children Present	Number of Staff Present
Room 1	0 to 2 Years Old	9	4	3
Room 2	0 to 2 Years Old	9	0 Not currently in use	0
Room 3	2 to 3 Years Old	16	9	4
Room 4	3 Years Old to	19	4	3



	Compulsory School Age			
Room 5	2 years 10 months to Compulsory school age	15	0 Not currently in use	0

Name of Inspector:	Dolores Sweeney & Maura Magorrian
Date of Inspection:	09/12/2024

The following Inspection was carried out by the Early Years Social Work Team.

Under the Children (NI) Order 1995 settings are required to be registered with the local Health and Social Care Trust if they provide a service such as a day nursery, crèche, playgroup, out of school club or holiday club.

The setting is required to adhere to the requirements of the registration certificate and to the Childminding and Day Care for Children under Age 12 - Minimum Standards. The Standards can be downloaded at www.dhsspsni.gov.uk

Service Improvement

The following are the definitions used when inspectors make a requirement for compliance or a recommendation for improvement

• Requirement for Compliance

A requirement for compliance is a statement which sets out what the registered provider **must** do to improve the outcomes for people using the service. It will be linked to a breach of a condition of registration and/or legislative requirements or regulations, and/ or the Childminding and Day Care Minimum Standards for under 12 (July 2012) and Implementation Guidance.

Recommendations for Improvement

A recommendation for improvement is a statement which sets out the actions a registered provider may take to improve or develop the quality of the service. It will be linked to the Childminding and Day Care Minimum Standards for Children Under Age 12 (July 2012) and accompanying Implementation Guidance, Regional or



National guidance issued by other professional bodies associated with day care provision and/or Best Practice guidance.

Inspection Details

The Minimum Standards contain four Quality Areas which all providers are expected to meet.

These are:

- Quality of Care;
- Quality of Staffing, Management and Leadership:
- Quality of the Physical Environment;
- Quality of Monitoring and Evaluation.

The Inspection process operates on a 4 year cycle. Each year the Health and Social Care Trust will inspect each registered setting on **1 of the 4 themes**. This means that all 4 themes will have been inspected in a 4 year period.

This was an announced Inspection assessing the Minimum Standards for **Quality of the Physical Environment**.

The quality of the setting's environment is an important influence on a child's reaction to the care he or she receives. These standards set out what is expected as a minimum in terms of space, as well as expectations of indoor and outdoor play areas, toilet facilities, the kitchen or food preparation area and staff facilities.

Standard 1 - Safeguarding and Child Protection, is included in all Inspections.

This Inspection looked at a total of 3 Standards.

- Safeguarding and Child Protection (Standard 1);
- Equipment (Standard 13);
- Physical Environment (Standard 14).

Self-Evaluation

As part of the Inspection process all registered day care providers are required to complete and submit a Self-Evaluation Form prior to the Inspection which provides information on how they operate their service. This is a component part of the overall inspection process.

The Self-Evaluation tells the Health and Social Care Trust how a Provider views the performance of their service. It also sets out how a Provider meets specific criteria within some of the Standards. Providers are encouraged to be open and honest, sharing all appropriate information as part of the Self-Evaluation process. Providers are asked to confirm the information they submit is complete and accurate.



By completing the Self-Evaluation, providers will reflect on practice and therefore engage in the inspection process.

Previous Inspection

Date of previous Inspection:	07/12/2023
Quality Area Inspected:	Quality of Staffing Management and Leadership

Progress from Previous Inspection

Requirements for Compliance with Legislation and the Minimum Standards

No requirements were made.

Recommendations for improvement from previous Inspection

No recommendations were made.

Views from Children, Parents and Carers

An important part of the Inspection process is to obtain the views, where possible, of the children who are being cared for in the facility and also the opinions of the parents and carers who have chosen to use the facility for their child/children.

Children's Views

During the Inspection a range of children were spoken with.

The following comments were made by the children about what they liked about coming to Footprints Day Nursery

"I come to nursery to see friends"

"I like playing with polo bears"

"I like the house corner with dolls and prams"

I'm making buns and orange juice"



As part of the Inspection process the Early Years Social Work Team seeks to issue questionnaires for completion by parents/carers and staff.

Due to legislation relating to the protection of personal information and confidentiality, the Provider is asked to supply the names and contact details of parents with children attending the facility. Normally this consent will have been provided as part of the enrolment process; however where it has not we ask that the provider advise the parents of Inspection and seek written consent.

Par	ental Questionnaires
(a)	A total of 15 questionnaires were sent out to parents.
(b)	A total of 6 questionnaires were returned by the time of writing this report.
(c)	6 parental responses indicate that they feel their children are well cared for in the setting.
(d)	6 parental responses indicate that they feel the setting is managed well.
(e)	2 parents felt that the following areas were only adequate or poor
	Adequate- Arrangements for outings
	Poor - Arrangements for outings
	Adequate - Hygiene and health practices
	These comments were unable to be discussed with the parents as name/contact details were not provided. Both parents, however, rated their overall satisfaction with the care provided as "Excellent".
	On the day of inspection, no concerns were noted in relation to health and hygiene practices within the day nursery. The Manager advised that the setting does not take the children for outings off the grounds due to their young age.
(f)	The following are some of the comments made by parents.
	"I cannot fault the staff in any way. How they provide, care and nurture our children is amazing. Almost like their home away from home. My child's development has improved massively and he always has something new to say when he comes home from day care"
	"I made the best decision putting my child into Footprints



(symptoms of condition). The girls are brilliant with him and do all they can, every day, to try and bring him on. They include him in all activities....., they never leave him out. I have already recommended Footprints to a family member and will continue to recommend them. Such a welcoming, lovely place to be a part of!"

"The staff at Footprints have been amazing with my (number) children. They've always shown great care towards the children and have always kept me informed of how they have been getting on"

"My daughter absolutely loves Footprints. Has been attending from (Age) and will soon be leaving due to (reason). My daughter has developed great relationships with all the staff and looks forward to going each week."

"My child is nonverbal, but I know if he could speak he would say he loves Footprints as much as I do. He runs straight in, in the mornings, and always has a big smile on his face when I come into the room to pick him up."

Sta	Staff Questionnaires	
(a)	A number of questionnaires were sent to staff.	
(b)	A total of 13 questionnaires were returned by the time of writing this report.	
(c)	13 staff responses indicate that they feel equipped to carry out their role in the setting.	
(e)	The following are some of the comments made by staff.	
	No additional comments were made	

Quality of Care

Standard 1 - Safeguarding and Child Protection

Children are safeguarded through systems and practices that are consistent with the Regional Child Protection Policies and Procedures

From the evidence provided through provision of records/documentation, discussion and observation on the day of Inspection, the Manager partially demonstrated that children are safeguarded through systems and practices that are consistent with the Regional Child Protection Policies and Procedures.



	etting demonstrates a strong commitment in relation to keeping children larded. Two new members of staff have not yet completed safeguarding
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1a	There is a written Safeguarding and Child Protection Policy and Procedure in place which clearly states it is the Setting's responsibility with regard to the reporting of suspected or actual child abuse or neglect and includes relevant contact names and telephone numbers. This was evident at time of Inspection and included:
	Trust protocol for reporting concerns; Penerting concerns without delay to the engraprists HSC Trust:
	 Reporting concerns without delay to the appropriate HSC Trust; Maintaining a signed and dated record of anything which causes them concern; and
	Keeping concerns confidential to those who need to know.
2a	The Self-Evaluation Form stated the Setting had received relevant training and demonstrated through discussion at Inspection an understanding of the responsibilities and duties in respect of Safeguarding and Child Protection and awareness that training must be updated every 3 years.
	Two new members of staff require safeguarding training – one is booked onto training due to take place in January 2025 and a training session is actively being sought for the other new member of staff.
3a	All parents had been made aware at enrolment of the procedures for Safeguarding and Child Protection, including the need to pass information without parental consent if there is a reasonable concern that a child may be at risk of or is suffering abuse or neglect.
4a	Through discussion it was evident that parents are encouraged and facilitated to express any concerns they may have for their child's care and are given details regarding who to contact in the event that they are uneasy about the standard of protection afforded to their children.
5a	The Self-Evaluation Form stated that there is a written policy and procedure
	 for: Intimate/personal care and that parents are made aware at enrolment of the procedures for children's personal care.
	 The use of Information and Communication Technology (ICT) equipment/Social Networking. Staff and volunteers have agreed and signed up to this policy at recruitment.
	Code of Conduct in relation to mobile phones, particularly those with cameras or video capability and participation in social networking websites. Staff and volunteers have agreed and signed up to this policy at recruitment.
	 Taking photographs and that parents give written permission for their children to be photographed and the use of these photographs is clearly explained (e.g. displays, child records, promotional material). The use of CCTV (if applicable).
	 Whistleblowing which encourages staff to report any concern they have regarding the practice of colleagues, volunteers or trainees, relating to



	the care of children.
6a	The Registered Person ensured that Contact Persons' names and telephone numbers are readily available to staff.
7a	The Inspector observed that the arrangements for safeguarding children were reviewed on an annual basis.
8a	Through discussion the Inspector was satisfied that staff demonstrated an understanding of child protection issues and safe caring practices.
9a	There is a system in place to ensure that children are collected from the setting by parents or those with parental responsibility or persons authorised by them to do so. Unless they are parents, persons authorised to collect children are aged 18 or over.
10a	The Self-Evaluation Form stated and also through discussion with the Manager it was evident that there is a member of staff appointed with designated responsibility for Safeguarding and Child Protection who has attended relevant training which is updated every 3 years. She is available at all times during the hours of service provision for contact and consultation with staff and to offer instruction, advice and support. Through discussion, staff were aware of the arrangements of how to contact Designated Child Protection Officer when necessary. This officer's details were available to parents and carers.
12a	Through discussion with the Manager the Inspector was satisfied that the Manager knew how to respond if a complaint or allegation was made against her or others in the setting.

Requirements for Compliance with Legislation and the Minimum Standards

 All staff must receive relevant training and understand their responsibilities and duties in respect of safeguarding and protecting children. This training must be updated every 3 years.

Recommendations for Improvement

No recommendations

Quality of the Physical Environment

Standard 13 - Equipment

Sufficient furniture, play equipment and materials are provided. These are appropriate for their purpose and help create an accessible and stimulating environment.

Inspector's Comments

From the evidence provided to the Inspecting Social Worker and from observations on the day of Inspection the Manager, Ms Garland, demonstrated through discussion



These	servation that sufficient furniture, play equipment and materials are provided. are appropriate for their purpose and help create an accessible and ating environment.
1a	The Self-Evaluation Form stated that the setting has a policy on the Maintenance and Replacement of Play Equipment.
2a	The Inspector observed that the setting has a range of sufficient and suitable play equipment and materials available for indoor and outdoor play to provide stimulating activities for children in all areas of their development and learning.
3a	Through discussion with the Manager, it was confirmed that the content of play materials was checked to ensure that they are safe for each child who uses them.
4a	The Inspector observed that the play equipment was appropriate to the ages and developmental needs of the children attending, including those with additional needs.
5a	The Inspector was observed that play equipment and materials are accessible and can be freely chosen by all children attending, including those with additional needs.
6a	The arrangements for the storage of toys and equipment enabled staff to have safe and easy access to them.
7a	The Self-Evaluation Form stated that, where applicable, furniture, play and safety equipment conform to BS EN Safety Standards (or equivalent) or the Toys (Safety) Regulations.
8a	 The Inspector observed: High chairs had a 5 point harness; Baby walkers were not used at all; Safety gates; All fixed outdoor play equipment was safely secured with consideration given to the surface on which it is placed.
9b	The Self-Evaluation Form did not state that advice had been sought on the safe fitting of car seats and the type of car seat required depending on the height and weight of the child. • The setting does not transport children
10a	The Inspector observed the provision of safety matting or soft surfacing for equipment, both indoors and outdoors, that requires children to climb.
11a	There was age appropriate equipment to allow children to eat and play together.
12a	Furniture and equipment, including play equipment, are in good condition and are regularly checked for defects and faults, and are repaired and replaced as necessary
13a	Low adult-sized seating to enable staff sit comfortably on a level with children was in place, to feed a bottle to or nurse an infant.

Requirements for Compliance with Legislation and the Minimum Standards



No requirements

Recommendations for Improvement

No recommendations

Standard 14 - Physical Environment

The premises are safe, secure and suitable for their purpose and meet relevant statutory requirements.

Inspector's Comments

From the evidence provided and from observations and discussion on the day of Inspection, the Manager, Ms Garland, demonstrated through discussion and observation that adult/child ratios, space and resources are organised to meet the children's needs effectively and to comply with the stipulations on the Registration Certificate.

1a	The Inspector observed that the premises were clean, well-lit, adequately ventilated and maintained in a suitable state of repair and decoration.
2a	It was evident that risks have been assessed and minimised in the arrangements for the drop-off and pick-up of the children at the setting.
3a	The Inspector observed there was access to a working telephone on the premises.
4a	It was demonstrated that, the rooms within the setting were heated within the temperature range of 18-21°C.
5a	All radiators or heating pipes were guarded or had guaranteed low temperature surfaces.
6a	The setting provided adequate, safe and accessible storage space.
7a	The outdoor play area was observed to be safe, secure and well maintained.
8a	The Self-Evaluation Form stated that the outdoor play area is exclusively for the use of the children when the setting is in operation.
9a	It was evident that the safety and security of the outdoor play area is checked prior to use.
10a	Through discussion and observation, it was evident that the children do not have access to the food preparation area
12a	The Inspector observed clearly defined play areas large enough to give scope for free movement in which children have opportunities for safe, energetic play.



13a	The play areas allow for the implementation of a broad and balanced programme of care and education.
14a	There was space available for children who wish to relax or play quietly.
15a	Arrangements are in place for any mother who wishes to breastfeed her child.
16a	The setting had a minimum of 1 toilet and 1 wash hand basin for every 10 children aged over 2 years, as required.
17a	Accessible toilet facilities for children with a disability were available.
	 The toilets available would be adapted if required for a child using a wheelchair. The toilets are accessible for children with other disabilities
18a	Liquid soap/paper towels/covered waste disposal bins were provided in the toileting areas for the children's use.
19a	The setting had a designated nappy changing area.
20a	The Inspector observed that appropriate arrangements were in place for the safe disposal of soiled nappies.
21a	An adequately equipped food preparation area for the preparation and storage of drinks and snacks for children and staff was available.
22a	The Self-Evaluation Form stated that where planning or building control permission has been required, recommendations from local Planning or Building Control departments have been met.
23a	The setting had the required minimum clear usable floor space for all age groups of children attending.
24a	A separate sleeping room for babies under 2 years of age was provided.
25a	The setting provides suitable sleeping arrangements that are safe and appropriate to the age and the developmental needs of all the children attending.
26a	Toilet facilities were designated for the sole use of children.
27a	Separate toilet facilities for staff were available.
28a	An office area was provided where staff may talk to parents confidentially.

29a	There was secure storage in locked cupboards or lockers for staff's personal belongings.
30a	There was a room for staff where they could have a break away from direct contact with children.



Requirements for Compliance with Legislation and the Minimum Standards

No requirements

Recommendations for Improvement

No recommendations

Quality Monitoring & Evaluation

Inspectors Comments

Standard 15 - Records are managed in accordance with legislative requirements and the setting's Records Management Policy.

From the evidence provided to the inspecting social worker and from observations or the day of inspection, The Manager, Ms Garland, demonstrated that records are managed in accordance with legislative requirements and the setting's records management policy.

	ged in accordance with legislative requirements and the setting's records gement policy.
1a	The Self Evaluation Form stated that the setting has a policy on the Retention, Safe storage and Destruction of Records/Management of Records, including computerised records.
2a	The Self Evaluation Form stated that practice is compliant with this policy and recording practice complies with requirements established by Article 126 of The Children (NI) Order 1995.
3a	The Inspector observed that all records including complaints, accidents, untoward events and children's records were retained in secure storage.
4a	The Self Evaluation Form stated that practice complied with the setting's Management of Records policy.
5a	A sample of children's records were viewed by the Inspector and noted to be signed and dated by the parents when they had access to them.
6a	All records including those pertaining to children and staff were available for Inspection by the HSC Trust's Early Years Team as required.
6a	The Self Evaluation stated that parents are advised at the time of admission and staff on commencement of employment that all records, including those pertaining to children and staff, must be accessible to the Trusts Registration and Inspection staff.
7a	During the inspection a sample of records pertaining to accidents, incidents, injuries or untoward incidents involving the adults or children in the setting, were checked and deemed appropriate. They were recorded promptly and comprehensively, respecting the confidentiality of any third party. These also had been read, dated and signed by parents in a timely manner.
8a	From Trust records and from discussion with the Manager, it was confirmed that the setting complies with the requirement in respect of informing and



	agreeing with the HSC Trust in advance of:
	Any changes in membership of the management committee, staff or people living on the premises;
	Any significant plans to change the premises; and
	Any significant changes to the operational plan.
	7 thy digitilibant onanges to the operational plan.
	No information provided
9a	During the inspection there was evidence of accidents being reported to the Health and Safety Executive, Environmental Health, Public Health Agency and Trusts Early Years Team.
	• N/A
9a	 The Self Evaluation Form stated that the Early Years Registration and Inspection Team and other appropriate agencies as required are informed of the following without delay: Allegations of abuse by a member of staff or volunteer, or any abuse that is alleged to have taken place on the premises; Any other significant events, for example serious illness, injury or accident necessitating medical attention or death of any child whilst in the care of the provider; The Registered Person, staff or anyone living on the premises who is subject to police or social services investigation, including allegations of child abuse or domestic violence issues; If the Registered Person, staff or anyone living on the premises has received any new charges or convictions subsequent to their employment in the setting.
	The Manager is aware of this requirement and agreed to adhere to it if required.
10a	The Certificate of Registration and insurance certificate were available for inspection by HSC Trust staff and parents.
11a	The setting provided satisfactory evidence that written observations are used to identify children's stages of development and to plan future activities that meet their needs.

Requirements for Compliance with Legislation and the Minimum Standards.

No requirements

Recommendations for Improvement

• No recommendations



Standard 16 - All complaints are taken seriously and dealt with promptly and effectively.

Inspectors Comments

From the evidence provided and observation and discussion on the day of the Inspection the Manager, Ms Garland, demonstrated that all complaints are taken seriously and dealt with promptly and effectively.

Records demonstrated compliance in this area.

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1a	The Self Evaluation Form stated that the Complaints Policy is publicised and made available to parents.	
1d	The Self Evaluation Form stated that the complaints policy includes the contact details of the HSC Trust Early Years Team? (IG)	
2a	Through discussion, it was evident that all staff know how to receive and deal initially with complaints.	
3a	The Manager confirmed that staff directly involved in the management and investigation of complaints are trained and supervised in the application of the complaints procedure.	
4a	The Inspector observed that a complaints register is maintained to record complaints and the steps taken to resolve them.	
	No complaints	
5c	Whilst there have been no complaints since the last inspection the Manager was able to confirm that the progress of any investigation would be provided regularly to complainants and recorded on the complaints register. The complainant would be asked to read, sign and date the outcome of any complaint. They further demonstrated the need for all dissatisfied complainants to be advised on how to take their complaint further.	

Requirements for Compliance with Legislation and the Minimum Standards.

No requirements

Recommendations for Improvement

• No recommendations



Were there issues arising at Inspection that are required to	Yes	
be dealt with that were not part of the Quality Area inspected?	No	Х

Observations of the Care of Children

On the day of inspection, the setting was clean, tidy and maintained to a high standard. The atmosphere was warm with Christmas decorations throughout.

Children's photographs were on display within the setting, including pictures of children playing outdoors in the snow just several days earlier. Art was displayed throughout the setting on themes of painted snowflakes, snowmen, cotton wool snowy trees, Christmas trees, chalk pictures, the three little pigs, shape of the month (star) and colour of the month (red and gold).

The care rooms had clearly defined areas of play with resources which were easily assessable to the children. The setting had a good selection of dressing up clothes, natural and multi-cultural resources

Throughout the visit staff were observed engaging warmly and respectfully with the children, using a gentle tone and responding appropriately to the children's needs. Staff were open to speaking with inspectors with Staff/Child interactions noted as positive and appropriate. Staff referred to children by name and there was recognition of individual needs and personalities. Staff demonstrated an understanding of their roles/responsibilities in relation to play/care of the children and safeguarding issues. Staff were observed supporting, encouraging and praising the children who appeared relaxed, busy and happy throughout the visit and confidently sought the attention of staff when required.

Room 1 (0-2 Years Old) 4 children and 3 staff members

Gentle music played in background while staff sat on the floor with the children reading a story and supporting them to play with building blocks, sensory mats/ sensory glitter bottles and a curiosity board. Children particularly enjoyed a floor level tuff tray filled with trucks, tractors and rice – and were busy putting rice into the trucks with their hands. A large mat with plenty of cushions/soft toys was available for the children to relax. The home corner had a good selection of natural resources.

The cot room was not in use during the visited to this room (temperature appropriate/Intercom in place/ appropriate number of cots).



Room 2 (0 to 2 Years Old) Not in use

Room 3 (2 to 3 Years Old) 9 children and 4 staff members

This room had a sofa area with cushions for children to relax. The room was well resourced with a construction corner, sand tray/blocks, floor play with dinosaurs/farm buildings /animals, a sensory wall, a book corner and musical instruments. Children were observed painting and enjoying imaginative play while making "dinner" for their dolls in the home corner. Several children enjoyed a winter wonderland themed tuff tray with tracks, pinecones, wooden cars/trains and flour.

Room 4 (3 Years Old to Compulsory School Age) 4 children and 3 staff members

The children were actively engaged making "chocolate buns" with playdough/bun cases, ice-cream scoop/baking trays. Others had put their oven gloves on to lift "pizza" out of the oven in the home corner. A water tray with seasonal glitter was also available for play alongside dress up clothes, construction toys and sofas/cushion area to relax.

Room 5 (2 years 10 months to Compulsory school age) Not in use

The children benefit from a secure outdoor play area with soft surfacing. Outdoor toys include ride-along cars, balls, see saws, scooters slides, balance beams and tricycles.

Complaints/Concerns since Last Inspection

 No complaints/concerns have been expressed about this setting since the last annual Inspection.

Self-Evaluation

A completed Self-Evaluation document was received within timescales. This document was completed to a comprehensive standard.



Inspection Summary:

Footprints Women's Centre – Day Care has been registered since July 2002 and is located in an urban setting. The facility is registered for a total of 68 places.

It is the responsibility of the Registered Person to ensure that the requirements to be met to comply with legislation, the Minimum Standards and Implementation Guidance as detailed in the report are actioned without delay.

The Registered Person must submit an action plan which addresses the above requirements to the Trust within the required timescale (TBC).

On the day of Inspection there were 17 children present.

A strength of this inspection was the quality of the inspection documentation returned prior to the inspection visit and the soft/cosy areas in each play room for the children to relax.

Requirements for compliance with legislation and the Minimum Standards

No requirements to be met comply with the Minimum Standards were made.

Outcomes of this Inspection:

Requirements for Compliance with Legislation and the Minimum Standards:

 All staff must receive relevant training and understand their responsibilities and duties in respect of safeguarding and protecting children. This training must be updated every 3 years.

Recommendations for Improvement:

No recommendations

Name of Inspector:	Dolores Sweeney
Signature:	Dolores Suzerry,
Date Report Completed:	19/12/2024



Social Work Manager:	Lynsey-Ann Kelly
Signature:	Lynsey-Ann Kelly
Date:	19.3.25
Name of Registered Person/Leader:	
Signature:	
Date:	

CONTACT DETAILS

Early Years Team Grove House Antrim Road Ballynahinch BT24 8BA

Tel: 028 4451 3807

Please note: If you are a provider of pre-school funded places, please ensure you send a copy of your report via email to the Preschool education programme at the

email address: **EAPSEP@eani.org.uk**