



Islington HAF:
Quality Assurance Summary
of Easter HAF Provision



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I could come every day!

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Methodology

Big Ideas provided Quality Assurance visits during both weeks of Islington Holiday Activities and Food Programme (HAF) in the Easter break 2023. Big Ideas' Quality Assurance (QA) team was composed of experienced facilitators who have themselves delivered HAF activities in London and have created national HAF resources. As such they have a thorough understanding of the HAF requirements and are attuned to the needs of young people.

The QA Questionnaire was adapted by Big Ideas from the Islington HAF summer questionnaire in partnership with Islington HAF Lead, Annette Quinn.

The Questionnaire brought together an overall assessment of the HAF provision and closer observations of the core requirements (food, enrichment, physical activities, safeguarding and safety) with observations and opportunities for participants and providers to share their perspectives. [See Appendix A]

Settings nominated by Islington Council and representing the full range of activities commissioned by the council were visited:

Bloomsbury Football Foundation
Elizabeth House
Hanley Crouch Community Association
Highbury Roundhouse
Thornhill Primary School
Hargrave Hall Community Centre

Supreme Education
Access to Sports - Andover Football Camp
Access to Sports - All-Sports Club at Finsbury Park
Hornsey Lane Estate Community Association
Samuel Rhodes School
Hugh Myddleton
Islington Music
AR Multisports
Prior Weston
Pro Touch SA CIC
Sommer Camps
St Mary's
St Mary's Youth Service (Cook Off)
Mensah Edusport Ltd
Little Angel Theatre
The Enrichment Hub (Virtual School)

Providers were not notified of visit times in advance. All settings which were flagged for planned excursions were contacted and information about the timings of excursion plans was requested.

This system enabled visits to take place when HAF groups were in their base settings with the exception of Samuel Rhodes. When the team visited the school, the HAF group were out on an excursion to London Zoo.

The team were briefed by Islington Council to adopt a supportive and friendly tone in all interactions. If any matters of concern were raised, Annette Quinn was contacted.



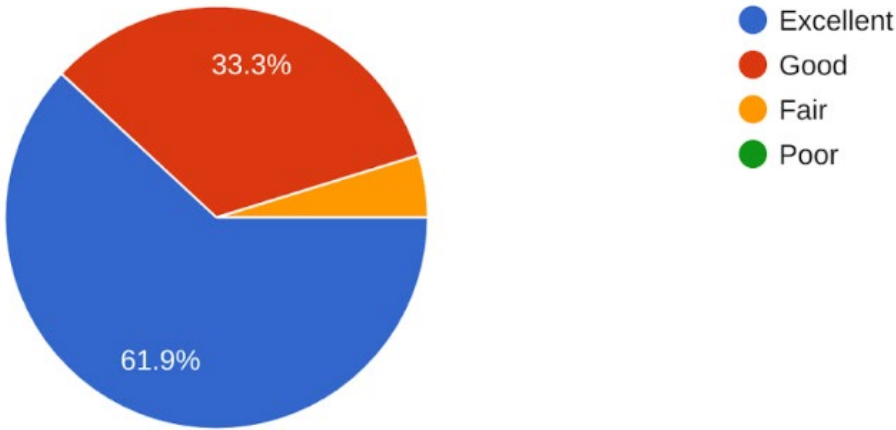
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We've done painting, making
creations, play doh and mosaics.

Quality Assurance dashboard

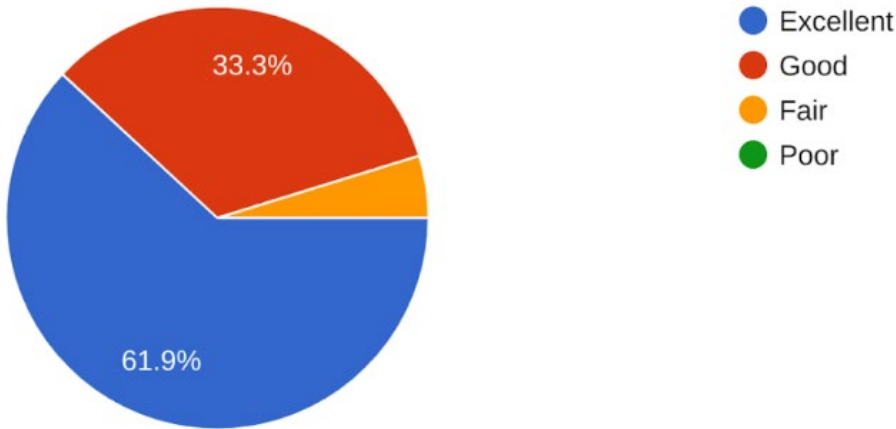
A full capture of the QA visit data is included in a separate document. Below is a dashboard of the QA findings which evidence consistent high quality HAF provision in Islington:

- 95% of all settings were rated as Excellent / Good
- 90% of settings were rated Excellent / Good for organisation of programme activities
- 95% of settings were rated Excellent / Good for safety
- 95% of providers facilities and resources were rated as Excellent / Good
- 95% of settings were rated Excellent / Good for fun
- 95% of settings were rated Excellent / Good for involving young people in activities

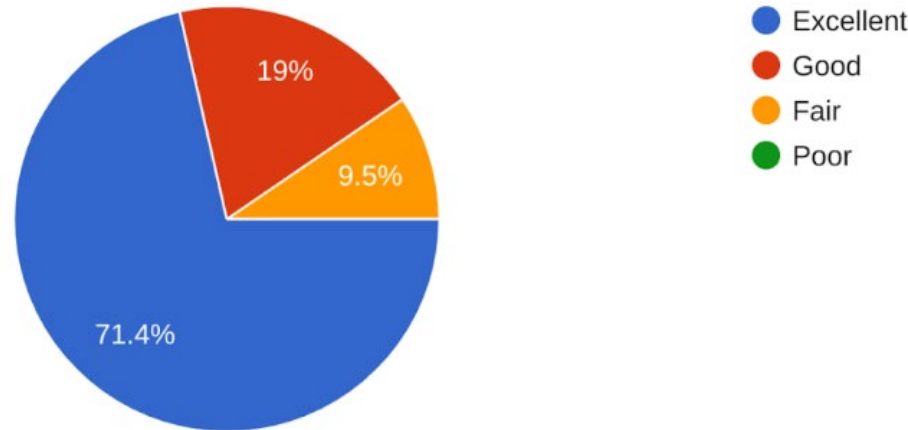
How would you grade how much fun the young people were having?



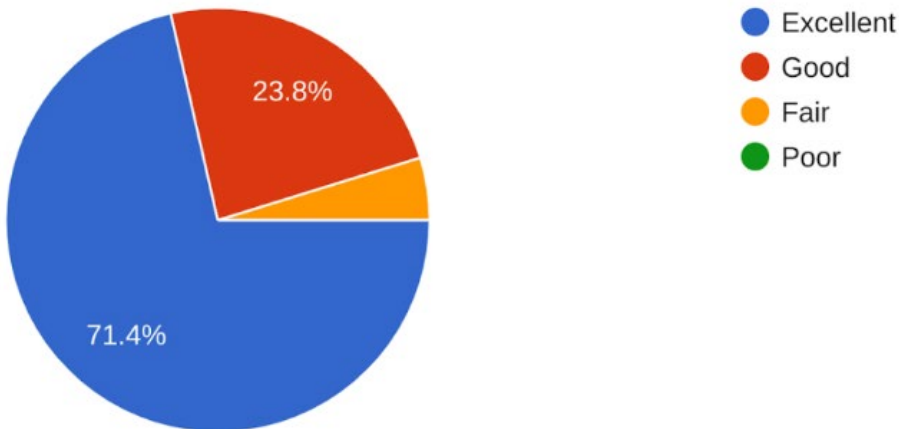
Do you feel the facilities and resources used for the activities met a good standard of safety?



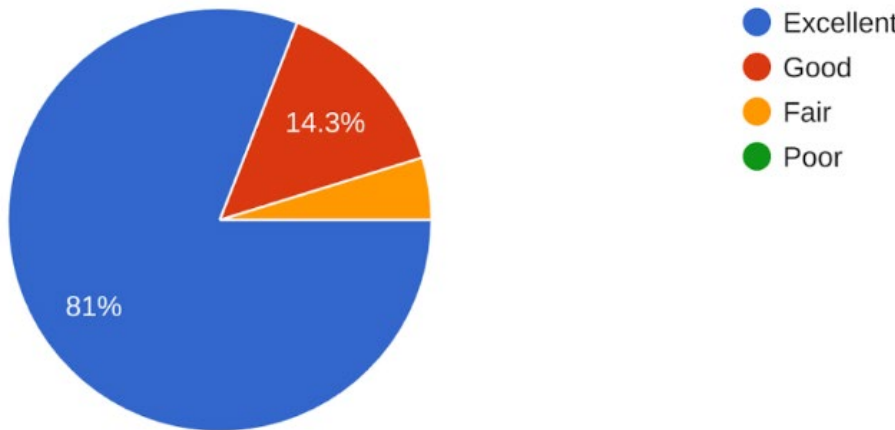
How well organised did the programme / activities appear to you?



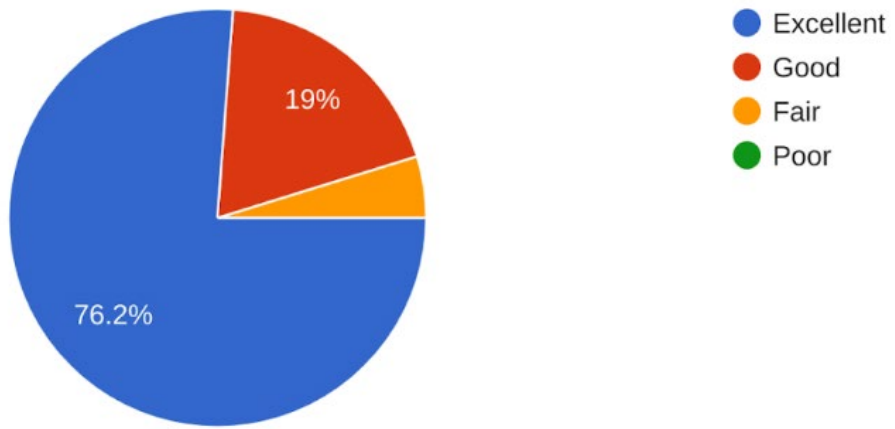
How would you rate the overall offer based on your observation and any feedback you received from young people during the visit?



How safe do you think the environment might feel for young people?



How involved do you feel the young people were in the activities on offer?



HAF activities

Participants tried lots of new activities in Islington HAF. We asked them what they had done for the first time - replies included a farm trip, writing lyrics, making a balloon pit, pingpong, making an Easter bunny, playing new made-up games with friends, sewing, and day trips. When asked what they had enjoyed most we heard about a huge range of activities:



When you don't have anyone to play
with you can come here.



Provider feedback summary

Providers were invited to share their perspectives on HAF provision in order to gather insights from across the borough. The booking system was the focus for comments, as expected given this was a new and centralised process.

What is working well?

HAF is reaching Islington families in need and providing hungry children with food

- “Really enjoy being able to offer the meals. We’ve managed to offer food to other children as well so the free school meal children don’t feel so singled out”.
- Provider feels they are doing much better with the food, everyone wants to eat it including children with packed lunches, they have served 30 kids each day.
- “It’s been amazing to offer free places to families who need it.”
- “The staff are happy and the children are happy. Everything is working well.”
- “Kids are coming back and engaging in the activities – we see familiar faces.”
- Over the past few months they have had a huge uptake in numbers. Post covid and when families had holiday to use up, numbers were lower, now they are very high.
- They plan using a Balanced Programme approach so that there are some creative and some physical activities as well as trips.

Activities have been really popular and they have had to run a reserve list.

- Families with multiple children really benefit from HAF, it would cost £60 to send three children to a holiday scheme such as this one, which is out of the question for some of our parents.

Lunch bunch/time to share portal is a good central platform

- Great to send info out to group on lunch bunch.
- Lunch bunch provides a good visual platform so parents can see what is on offer to them.

Connecting more young people with community services year-round

- Through HAF they are seeing new faces, getting them involved in this programme can get them involved in Bloomsbury and the more regular programmes.
- The HAF programme was bringing new young people into St Mary’s Youth Service and that was a really positive outcome.

Challenges

Lunch Bunch / Time to Share Portal

- **Training on the portal** - Providers would benefit from training on how to use the portal, this was held at 3pm but as many of the providers work at after school clubs, this time was unsuitable.
- **Unable to register** - Providers had to support parents who were unable to register their children - this was extremely time consuming for them. Providers had to turn away some families who turned up without booking through the system. One provider had to respond to 50 emails, the booking numbers did not reflect the amount of work they put into supporting parents of participants.
- **Parent name / Child name** - When logging into the back end one provider could only see the names of the parent, not the child. Make its harder to register children who are brought by a different adult or when one child from a family cannot attend
- **Making multiple bookings** - The booking process needs to be amended so families can book on multiple children at once, not a new form for each child.
- **Downloading Registers** - A number of providers found it very difficult to download the information they need from the system for day to day use and registers. A weekly overview of attendees would be very helpful for providers to plan food and staffing. Other providers have had difficulties accessing the SEND information or allergies from the Lunch Bunch portal. This has made it very hard for them to plan and accommodate for children with SEN and allergies.
- **Dietary Requirements** - More guidance and examples needed where families are prompted to add dietary requirements (e.g allergies, halal, lactose intolerance). Providers felt families where English is their first language were not understanding this properly.
- **SEN information** - The information provided about children with SEN is very brief - providers had to follow up directly with families about the needs of their children to check they had enough support staff available.
- **Number of children with SEN/EHCP** - Providers cannot approve who can come to their settings. In terms of SEN support providers may not be able to care for children with a high level of need, not have the correct training or not have enough staff to safely accommodate the children. It would be useful if providers could put a cap on how many young people they host per day who have SEN.
- **Booking cut off date** - Providers do not know how many young people they have attending until the morning of their session and this makes it very difficult to accommodate SEN safely and effectively. Providers had to check in over Easter weekend to see numbers - would be very hard to get staff on short notice.
- **EAL** - For families with English as an additional language, the portal was confusing and hard to understand. Some videos could be made in common languages to help parents navigate the new system.
- **No email confirmations** - Parents at one provider were not receiving booking emails to confirm they had a place on the camp.
- **Waiting List system** - This would be very helpful for providers who are over subscribed and would incentivise parents to cancel their places so other children have the opportunity to attend.

- **Website errors** - The website had been offline or had an error multiple times, this had been reported to Islington but it was still broken a week later. Two weeks ahead of the camp starting there were issues with the website showing ‘error’.
- **Clearer sign up buttons** - To book onto a session you needed to click the picture, there was no sign up button. This was confusing for the parents but also the provider. IT literacy can be low and this could be made simpler.

Other Challenges

- **Contracts and payment** - One provider had not received their contract and another enquired about the payment schedule as they had upfront costs for the venue, food etc and were having to rely on good faith delaying payments to third parties until this money is received.
- **Limitations on trips** - One provider was told their trips were too expensive. They think they have lost numbers due to not having such exciting trips. Another provider had advertised a cinema trip but had to alter this to a movie watched at the venue due to the rising price of tickets.





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I like having new people to talk to,
and working with other people.

Case Studies

Access to Sports - Andover Football Camp

The Andover Football Camp provides an opportunity for children with a passion for football to hone and learn new skills. The children were clearly enjoying the activity and were really engaged with the exercises as well as making friends. A number of children referenced their football skills had improved from attending. There was a high number of staff (4) for the number of young people attending (13). The Coaches seemed at ease and engaged with the young people. Food was cold lunch box style. As the facilities do not include a kitchen or eating area the children ate on the pitch, despite this, the children I spoke to said they enjoyed the food.

Looking ahead: Coaches highlighted some concerns regarding the facilities, these included the pitch not being opened by the council on time for the session as well as the location of the pitch inside an estate with individuals selling and taking drugs. They were keen for the council to provide more community presence, Big Ideas also suggests exploring alternative facilities.

What have you done this week?

“

I've learnt how to dribble, control
the ball and shoot better.

Access to Sports - All-Sports Club at Finsbury Park

The staff member who visited this setting was unsure if she had observed the correct activity as there were multiple Access to Sports clubs taking place in close proximity at the park. The provision observed was taking place on the athletics track and consisted of 45 young people engaging in a range of sporting activities on an hourly rotation including volleyball, football and tag archery. The activities felt very well organised and the sport equipment was fantastic. The staff were incredibly engaged with two members of staff coaching a group of young people at each station. The children seemed to be really enjoying the activity and were having a lot of fun. There was both hot and cold food on offer and feedback from the children was positive.

Would you like to come back here?

“

I've been here a long time, I keep
coming back.

AR Multisports

This setting had a good attendance with 45 young people on the day of the visit. The provider offered a range of sports and games alongside creative and craft activities. At the time of the visit the older children were playing a game of capture the flag and the younger group were playing dodgeball, the children also took part in an Easter egg hunt which caused a lot of excitement. The activities seemed well organised and the staff were incredibly attentive and engaged. It was clear the children really trusted the staff and felt very comfortable there. Activities were also being led and overseen by volunteers - young people who had been a part of the club when they were younger and now help out, a testament to the culture of the club. This was fantastic, providing great work experience for the volunteers and also young role models for the children. The food was freshly cooked offsite and the children were really positive about the food on offer.

Tell me about the food?



I like it so much I don't want my packed lunch.

Bloomsbury Football Foundation

This long term provider is established and provides an outstanding offer for young people in Islington. The activities were extremely well organised and differentiated for the diverse range of ages in attendance. The staff were welcoming and friendly to the participants, the ratio of staff to young people was high and the quality of activities was outstanding. The young people at this provider were thrilled to be active and playing football, although there were a range of other enrichment activities on offer, both physical and educational.

Looking ahead: The coaches mentioned that they were keen to welcome more girls to the setting. They also expressed an interest in being able to support more children with SEN/EHCP in the setting.

What is the best thing about coming here?



I get to play football and have fun with my friends.





Elizabeth House

This excellent provision has a fantastic range of activities and a great buzz. The provision was very well attended on the day of the visit with 67 young people in attendance, a large number of which were on a trip to the local cinema. There was something for everyone including a bouncy castle, ping pong, games, toys and crafts. A group of young people were also being taken to a local shop to buy ingredients for baking. Staff were all incredibly engaged and knew the young people very well. There were lots of high quality resources and good facilities. The only drawback being a lack of outside space, however, staff mentioned that the children are frequently taken to the park. The food is cooked freshly on site, the children spoken to gave positive feedback.

Looking ahead: Staff mentioned they wanted to take more young people with SEND but would need additional staff to support these children.

What is the best thing about coming here?

“ Seeing Molly - she's one of the adults, she's been working with me and my sister for years.

The Enrichment Hub (Virtual School)

This new provider had a great offering with a range of activities including crafts such as origami and sports such as dodgeball. The children also talked enthusiastically about drama workshops and a trip to the Saatchi Gallery. The attendance was lower than expected with only 15 young people in attendance, however, speaking to the provider, the cohort have particularly high needs with 7 children with SEND and EHCP and a number of looked after children and children under child protection. The provider had created a supportive, safe and calm environment. All children were asked to complete 'check in sheets' in the morning to make staff aware of their mood that day and staff were very attentive and on hand to support the young people. The provider had considered the range of ages attending the sessions and had even had a maths and english tutor provide revision support and give revision guides to the older children.

Looking ahead: The provider mentioned that they would like to re-examine the food offer for the next holiday as they noticed a lot of the food was not being eaten. The provider wants to try to understand how they can provide a healthy meal the children will eat and enjoy.

Have you done anything new this week that you haven't done before?

“ I'd never been to the Saatchi gallery before.

Hanley Crouch Community Association

This provider was very well attended with 45 children present on the day of the visit, 10 of which were HAF places. The provider offers wrap-around hours making the provision accessible for working parents. The staff were very engaged and all the children spoken to reflected they were enjoying their time. There was a range of toys and games on offer for free play and some more structured activities such as an Easter Egg Hunt, a bouncy castle and a trip to the Parkland Walk. Big Ideas felt there was more on offer for the younger children than the older children but they reflected that they enjoyed making friends with the other children and playing the video games on offer. The space did feel quite cramped for the number of children and would have benefited from more staff being present. A hot meal was cooked fresh on site and the feedback from the children suggested they enjoyed the food. The lunch consisted of baked potato with beans and cheese, Big Ideas did not observe the children eating any fruit or greens.

Looking ahead: The provider mentioned additional funding to support hiring additional staff would be very helpful to cater to the number of children.

Have you been involved with preparation or serving of the food?



We hand out the cereal and first bring out all the plates and bowls, it's really fun and we get to shout - last call!

Hargrave Hall Community Centre

Lovely range of activities on offer from crafts, baking and games to sports like yoga and dance. The food is prepared freshly on site and the children get involved in the preparation and clearing up. Big Ideas felt the food could be a little healthier as lunch had included pizza and chips, however, staff did mention that the chef booked for the week had not shown up so they have had to prepare the meals themselves. Children seemed engaged and happy, there were high levels of staff for the number of children. Staff knew each of the children well and were very attentive. Facilities were clean and spacious with multiple rooms in use and outside space. There were a good amount of resources for the children including a sensory tent for SEND children which was being enjoyed by a group of young people during the visit. Physical activities were not observed during the visit but staff and young people mentioned basketball, just dance and a sports day. Looking ahead: Big Ideas discussed whether the provider could include more sport and also trips out - for example to the park - but the provider felt that with the limitations of the space, number of staff and needs of the young people with SEND would make this very difficult.

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What's your favourite thing to do here?



I like being in the sensory tent with all my friends, it feels nice in there.



I love to play outside.



Highbury Roundhouse

This outstanding provision offered a huge range of activities for large numbers of young people. There were 53 children present on the day of the visit although the provision can accommodate 100. The facilities are brand new and include a main hall, dance studio and computer suite. Children were free to get involved in a number of activities including Easter crafts, a bouncy castle, baking and a soft play. Children are free to move between the spaces monitored by staff who communicated using walkie talkies. There were a fantastic amount of resources available for the number of children. The food is outstanding with the chef taking particular care to theme each day to explore a different culture and cuisine and decorate the food trolley. Feedback from the children and staff suggests these additional touches were making a big difference to the amount and variety of food the children were eating.

Looking ahead: The provider mentioned that there were additional children with SEND that they were unable to accommodate due to the level of 1:1 support needed from staff.

“ Why do you want to come back?
Because of the food!

Hornsey Lane Estate Community Association

This setting had 19 children on site at the time of the visit although they can accommodate up to 30 spaces. The programme included a range of activities, these included crafts such as sewing their own stuffed toys, baking and making Easter baskets, occasional sports sessions and trips to the local park were also provided. At the time of the visit the children were eating lunch at tables in the hall. The food is cooked freshly on site by a chef and is very high quality, although the portion of curry did look a little bit small. All the children spoken to were positive about the activities and food. The staff were very engaged and attentive.

Looking ahead: The provider mentioned some additional resources for SEND children and some resources and games for the older children would be helpful. The manager confirmed they had just received some funding for additional SEND resources.

What do you think of the food?

“ It's pretty good because some of the other places where I go the food there is not very nice but here it is actually nice.

Hugh Myddleton

This setting can have up to 40 children, at the time of visit there were 33 young people at the setting. The venue was large, including a large hall with a stage, outdoor playground and astroturf with a football pitch. The children were free to move between activities, this provider had lots of toys and games to play with – the play shop was very popular – as well as staff-led craft activities which changed twice a day, and outdoor sports the children could lead themselves. A professional dance instructor came in to work with the children, not all took part but the activity was open to all. The food was cooked on site by the provider and the children thought it was better than their normal school lunches.

What is the best thing about coming here?

(Asked to a group of children playing football - one of which does not attend Hugh Myddleton School)

Making new friends!

Islington Music

This provider works with older children who have an established interest and high level of musical training. The HAF offering was for children ages 13 - 16, although there were participants that were in Year 12 and one gifted child who was 12 years old. The young people in attendance were extremely engaged in the sessions, many were familiar with the programme as they also participate in sessions with the organisation during term time. The standard of the offering is extremely high, industry professionals run workshops and allow the young people creative freedom to explore music and expand their skill set in a creative and supportive environment. It was particularly impressive that the teenagers present felt secure enough to sing solos in front of the group, sharing their work in progress confidently.

Looking ahead: A different venue would provide more space for the young people to run around at lunch time, this could be beneficial for the young people with additional needs.

What's your favourite thing you've done so far?

So many things, how inclusive the sessions are, that we can explore new things and work together.



“

You can go up for seconds if you want to.
It's really delicious and people want more.



Little Angel Theatre

This setting provided two half day sessions for young children ages 5-10. The half day consisted of watching a professional show in the Little Angel Theatre and then making your own puppet with the support of staff at the venue. The offer was of high quality and the staff were extremely attentive to the children and delivered a high level of support. The afternoon session had 13 children booked but only 4 attended the workshop which was disappointing and frustrating for the provider. The children in attendance had an adult each to support them in the puppet making which was of benefit for the young children who were at this group. The provider does not offer lunch or physical activity due to the nature of the offering; the children were given healthy snacks to have at the theatre.

Looking ahead: With more notice this venue could hold longer workshops/workshops over a few days. They would need advance notice so they can programme the use of space into their calendar.

“ What is your favourite thing you have done today?
Puppet making! (why?) Because it's fun!

Mensah Edusport Ltd

This provider can accommodate up to 53 children but on the day of the QA visit there were 12 children present. The staff leading the session were attentive to the children, moving around the space to interact with them as they played/took part in five different activities that were set up for the 'soft start' to the morning. The range of activities provided something for everyone (playdough, board/card games, table tennis, table football, and drawing) and the children were free to choose what they wanted to do. The structure of the day was very clear, the children take part in a range of different physical activities led by the staff fulfilling the physical activity requirement of HAF. The children were safe and happy at this venue, including a new child who although seemed a little nervous, was being well looked after by staff and being welcomed to the group by other children.

“ Have you done more exercise here than you usually do during the holidays?
Yes, I just play football on my phone normally.

Prior Weston

This provider works out of Prior Weston school, the staff are teachers/support staff at the school and most of the children are students. This group takes a large number of children with SEN/EHCP and children who have experienced trauma. The standard of staffing was outstanding, they were very experienced working with children with specific behavioural needs. This provider had a huge range of activities set up for the children to sample including numerous arts and crafts activities, gymnastics, dodgeball, volleyball, football, basketball, cake baking, an Easter Egg hunt, lego, chess, colouring, tennis, construction activities, soft play equipment and all of the outdoor facilities at the school - playground equipment, tennis and basketball courts and a small adventure playground. A professional fitness coach comes in to work with the children everyday, running two hours of professional standard activities. The hot food, cooked on site by the school caterer was of a high standard.

What is the best thing about coming here?

“ I really like how relaxed it is, we can play upstairs and downstairs, do what you want to do, I like it.

Pro Touch SA CIC

Attendance was low at this setting with just 17 children present at the time of the visit out of the possible 65 spaces. The activities on offer included a football match, free play outside and some craft resources. Other activities which were mentioned but not observed were sewing, dodgeball and watching a movie. The staff were very engaged and the young people had positive feedback regarding their experience. At the time of the visit the group playing football appeared to be having a lot of fun, however, Big Ideas noted that for those who did not want to join in there was less structured activity and not enough resources on offer. In particular there were no girls taking part in the football who noted that the boys were too rough for them to join in. The food served is a hot offering and is delivered from a caterer offsite. On the whole the feedback from the children was that they enjoyed the food, however, Big Ideas noted that the hot food was delivered in the morning and not served until later in the afternoon, without any ability to reheat it. The space for eating was also not clean although staff were in the process of cleaning it.

“ What has been your favourite thing so far?
We did dodgeball on Monday – that was fun.

Sommer Camps

Sommer Camps provide a huge range of activities for participants, spanning a range of physical activity (including football, table tennis, dodgeball, cricket, tennis, rounders, basketball, playing free games in the playground) to arts and crafts (Easter themed activities including decorating Easter baskets ahead of an Easter Egg hunt, painting, drawing). The two members of staff run short and snappy activities for this group, 50% of the children in attendance have SEN so this format suits the children well. The children at the provider were well integrated and felt safe and listened to. New children who joined the group on the day of the QA visit were being well integrated and supported by the students who were more established in the setting

“ What is the best thing about coming here?
That I don't sit in my house all day doing nothing.

St Mary's

This group was run by well qualified, experienced staff to a very high level. The venue and facilities were excellent including on site kitchen, sports hall, play/activity room and enclosed outdoor space. The onsite cook was very popular with the children, providing a range of interesting foods for the children to sample including make your own pizza and make your own tacos. This QA visit took place during the morning, there were welcome activities where children could choose to play outdoors with construction equipment, make loom bands, play board games, make pipe cleaner flowers and play table tennis. The children were going to play in a park after their morning snack of fruit which was well received. This provider sat all the children down to welcome them to the setting and introduce them to each other, a calm informative start to the day where the young people were informed about the activities and food on offer.

“ What is the best thing about coming here?
This place is very fun, much better than home.



“

It's fun that we go on trips and find out things and make new friends.

St Mary's Youth Service (Cook Off)

As part of St Mary's Youth Service's "Balanced Programme" approach, Easter HAF was split into a range of distinct activities across the holidays including outstanding provision of a residential camp, a boat trip to Battersea and an (oversubscribed) Easter Egg Hunt. The Pizza Cook Off was a well organised cooking session which involved making dough from scratch with yeast, cooking a delicious tomato base on camping stoves and creating individual pizzas. The young people worked in small teams with support from engaged and friendly staff.

Looking ahead: The staff would like to run more cook off / bake off events which are popular and build life skills for participants. They are applying to City Harvest for support with ingredients.

What's your favourite thing you've done so far?

“

I went on the camp before Easter. There were some exciting activities such as high rope climbing and a "3G Swing" which helps you over your fear of heights. Today I am enjoying talking to new people and I've just learned a new way to use a tin opener.

Samuel Rhodes

Big Ideas tried to visit this provider but unfortunately the group was off site on a day trip to the zoo. As this visit was the last day the provision was running, a QA visit was not able to be completed.

Supreme Education

This provider can accommodate up to 55 children, but only 10 were in attendance on the day of the visit. There were a wide range of activities on offer over the two weeks including dodgeball, playing outside, tie dye, drawing, basketball, football, made up games, colouring, gymnastics, lego, music making, Easter egg hunt, Easter crafts (decorating eggs cups with paint and ears), playing with equipment (hula hoops, balls, soft play). The provider had also organised a professional boxing coach to come in and work with the children and a music lab with an industry professional music producer. The young people at the provision on the day of the QA visit were too young to fully engage with the music producer, which was a shame. The children were going on local trips and excursions, in contrast this provider normally takes their group on large scale excursions but was advised not to for this delivery period, due to cost. There were a high number of staff at this provision who, during the QA visit, were watching the young people play musical statues. Some more interaction from the staff may be beneficial for the children present who were all quite young. The provider had left over hot food provided by an external caterer which was offered to the families as they collected their children to avoid waste.

“ What is the best thing about coming here?
All of the activities.

Thornhill Primary School

This provider is run by staff at Thornhill Primary School and most of the children attend the school, the staff were attentive to the needs of the young people and knew them well. The children were well integrated, playing together in a mix of ages. When the QA visit was conducted, the group were playing outdoors at a local park, the safety of the children was being monitored to a high level by the staff in this outdoor setting. All the children had hi-vis vests on and were identifiable in this outdoor space, they felt comfortable to approach the staff if they felt unwell (too much time on the roundabout). The children had been taken on trips and had really enjoyed the experience - one child expressed that their favourite thing that they had done was a trip that was happening the next day to the Planetarium.

“ Have you been involved in cooking/food preparation?
We made chocolate nests, we had to bread up the shredded wheat to make them.



“
I like playing with Lego because you can make anything you want



Reflections from the QA team

Broad range of activities, tasty meals

Provision standard was excellent. We saw children across both weeks taking part in activities, benefiting from the secure and stimulating environment offered by Islington HAF, as well as the food on offer.

Well-being of participants

At each of the provisions visited as part of the HAF QA visits, the children were happy to be there, and spoke highly of the staff and how safe they felt at the provision. This feedback from the young people shows the high quality of HAF programming offered by providers in Islington, and the dedication and drive from providers to make the children feel safe and welcome in each setting.

Providers keen to support more young people with SEND

A number of providers reflected that there were children with complex SEND needs requiring 1:1 supervision who they were unable to support due to staffing. Others also referenced the challenges of supporting children with SEND in mainstream settings and the need for additional funding and resources. Many providers also noted that a number of young people at the provision appear to have undisclosed or undiagnosed SEND needs.

Full day provision is in demand

HAF is provided for children eligible for Free School Meals, often with both parents working on low paid jobs so the part time structure of the programme is challenging. It was striking that the full day settings were booked out long in advance of the start of HAF and that those providers able to offer full day activities were well attended.

Funding to support new equipment

Many providers spoke about how they were looking for funding to improve the equipment and resources for their settings. Although some funding was provided for this last Summer (2022) this equipment has become tired and could do with updating.

Islington providers are looking ahead with a positive collaborative mindset

In our conversations with providers, we found staff were happy to share their reflections with Islington and were looking for ways to improve and develop their HAF provision.

No shows and low bookings

During our visits we saw excellent provision being provided, with low uptake. This was as a result of low numbers booked on in some cases and in others of no-shows on the day.

Children attend HAF provisions at their own schools

Many of the HAF provisions are held in primary schools, hosted by teachers from these venues, and populated by children who attend the schools. In some settings even the caterers remain the same, providing the same food that the children eat during term time. Although this has many positives (the staff know the children well, understand any behavioural needs and allergies, medical conditions etc) it may be beneficial for children to attend HAF providers in different settings, to encourage the young people to experience new activities, new equipment, and to meet new people.

Appendix A: The QA Questionnaire



Islington Council’s Lunch Bunch: Holiday Activities & Food Programme 2023 Quality Assurance Visit Record

The purpose of monitoring is to capture a snapshot of the HAF provision based on your visit. It will provide us with useful information about whether the provider is meeting the HAF requirements, the quality of the offer, potential areas for improvements, and whether the provider should be considered for future HAF programmes.

Concerns at a Visit and Escalation

If you visit a site and you feel the provision is of poor standard or you feel it may breach safeguarding or Health & Safety requirements of a provision for children, please follow the process below.

1. Inform HAF Team Members: Annette Quinn: MB: 07899 795 477
2. Email the HAF inbox: HAF@islington.gov.uk using the following in the subject line: URGENT HAF NOTIFICATION

- In your message / information please include:
- The provider’s name and contact details (who you spoke to etc)
 - Date / time of visit and when the issue/concern was first noticed
 - Succinct and factual details of the issue/concern
 - State if you have advised the provider in any way
 - Take name/contact details of anyone you speak to that is relevant to the issue/concern

Please note following our process in Islington we should always mention our concern to the staff at the provision so when it is followed up, this is not a surprise. The staff at the provision should also have an opportunity to explain why that day might be different to their ordinary provision. Please note that it is possible that we may have seen something by mistake or only in part or something else had/was happening that may have affected our judgement.

HAF Provider: _____

Date of QA: _____

Completed by: _____

Programme hours: _____

From: _____ To: _____

Number of children on the day (please do this by a quick count not by asking the provider): _____

Number of children expected (added from online the morning of visit): _____

Overall Observation

In this section, please consider the offer from an overall perspective.

1. How would you rate the overall offer based on your observation and any feedback you received from young people during the visit?

☐ Excellent ☐ Good ☐ Satisfactory ☐ Poor

Please expand on why you have chosen this rating:

2. How well organised did the programme/activities appear to you?

☐ Excellent ☐ Good ☐ Satisfactory ☐ Poor

Please expand on why you have chosen this rating:

3. How safe do you think the environment feels for young people?

☐ Excellent ☐ Good ☐ Satisfactory ☐ Poor

Please expand on why you have chosen this rating:

4. Do you feel the facilities and resources used for activities met a good standard of safety?

☐ Excellent ☐ Good ☐ Satisfactory ☐ Poor

Please expand on why you have chosen this rating:

5. How would you grade how much fun the young people were having?

☐ Excellent ☐ Good ☐ Satisfactory ☐ Poor

Please expand on why you have chosen this rating:

6. How involved do you feel the young people were in the activities on offer?

☐ Excellent ☐ Good ☐ Satisfactory ☐ Poor

Please expand on why you have chosen this rating:

HAF Requirements

You may not see everything in a visit, below is an opportunity to review what you do see across the HAF Requirements including:

- Fun, enrichment activities this may also be physical activities
- Physical activities – there is an expectation that children should do some physical activities as part of the offer
- A healthy meal is provided
- Nutritional education to raise children’s awareness of healthy eating and food education opportunities for children.
- Ability for the provider to be able to signpost or referral families to support if needed.
- Islington expects that the programme we offer is inclusive for all young people including those with special educational needs and disabilities.

Enrichment Activities

Does the offer match with what is being promoted on the Central Booking System?

Other activities on offer (that you may not have observed)

Feedback from the children e.g:

- What’s your favourite activity you’ve done so far?
- What’s your favourite thing you’ve done so far?
- Have you tried something new which you haven’t done before?

Is the activities age appropriate to all attendees?

Describe the positive / less positive qualities of the activities (eg engaged children, well run activity, well resourced, children know what the aim is of the play/activity)

Physical Activities observed or planned if not covered in enrichment above:

- What physical activities have the children done?
- Does the physical activities change day to day?

In relation to PE - Feedback from the children:

- Have you done more exercise than you usually do during the holidays?
- Has everyone joined in with the sport?

Is staff aware of the HAF physical activities requirement?

Healthy Meal

Brief description of the meal you observed or meal on offer that you have not observed eg by way of seeing the menu /talking to the provider.

Feedback from the children:

- What meal have you enjoyed so far?
- Have you been involved in preparing the food, cooking, serving, getting the tables set up.
- Have you had enough to eat at lunch time?

How many staff here today have attended the HAF School Food Standard Training?

How is the provider ensuring children with allergies, dietary, cultural, religious requirements are catered for?

Are the kitchen and eating areas clean?
Yes / No. If not, description:

Do the staff eat with (and have the same food as) the children?

Is the provider offering any form of nutritional education?

Feedback from the children.

Have you tried any new foods this week? Have you learnt anything new about food?

General Profile Information

Do the young people know what the day or week’s activities and menu are? Yes / No

Brief description of the staff’s level of engagement with the young people which you observed.

Are the children well integrated/mixing well?

How many children here today have a SEND or EHCP?

Feedback from the children

- Do you feel like you can ask for help if you need it?
- What’s the best thing about the day?
- Would you come back to this camp next holiday?

Quotes from providers

Write a minimum of 2 for each question:

- What’s working well?
- What are your challenges?
- What are your support needs?

Quotes from providers (minimum 2)

In this section, please include any other observations you made during your visit.

- Please write 3 areas the provider is doing well
- Please write 3 areas the provider could improve on

Appendix B: Highbury Round House

HAF Easter lunch menu: Week 1

	Starter	Main	Desert	Sides
Monday (Turkish)	Humus & tzaki with Turkish bread	Paprika & cumin chicken strips with rice and orzo	Water melon wedges	Finely chopped salad with tomatoes, cucumber and parsley.
Tuesday (Trip)	Cucumber sticks	Tuna, cheese and turkey sandwiches	Fruit and yogurt	Crisps and raisins
Wednesday (Italian)	Garlic bread, bread sticks, sweet pepper and pitted olives	Tomato and basil sauce And pasta	Gelato with various toppings	Cheddar and parmesan cheese
Thursday (British)	Carrot and cucumber sticks	Fish cake and herby wedges	Apple crumble with custard	Baked beans and mint and buttered peas

*All Bread and pastas will be whole meal. Fresh Fruit and veg would be served daily as standard practice. Freshwater will also be available throughout the day.

HAF Easter lunch menu: Week 2

	Starter	Main	Desert	Sides
Tuesday (Trip)	Cucumber sticks	Tuna, cheese and turkey sandwiches	Fruit and yogurt	Crisps and raisins
Wednesday (Turkish)	Humus & tzaki with Turkish bread	Paprika & cumin chicken strips with rice and orzo	Water melon wedges	Finely chopped salad with tomatoes, cucumber and parsley
Thursday (Italian)	Garlic bread, bread sticks, sweet pepper and pitted olives	Tomato and basil sauce And pasta	Gelato with various toppings	Cheddar and parmesan cheese
Friday (British)	Carrot and cucumber sticks	Fish cake and herby wedges	Apple crumble with custard	Baked beans and mint and buttered peas



BIG IDEAS