



## Totally Tennis

Inspection report for early years provision

**Unique Reference Number** 154377

**Inspection date** 17 August 2006

**Inspector** Rosemary Davies

**Setting Address** War Memorial Park, Crossborough Hill, Basingstoke,  
Hampshire, RG21 4AG

**Telephone number** 01256 358816

**E-mail**

**Registered person** TOTALLY TENNIS

**Type of inspection** Childcare

**Type of care** Out of School care

## ABOUT THIS INSPECTION

The purpose of this inspection is to assure government, parents and the public of the quality of childcare and, if applicable, of nursery education. The inspection was carried out under Part XA Children Act 1989 as introduced by the Care Standards Act 2000 and, where nursery education is provided, under Schedule 26 of the School Standards and Framework Act 1998.

This report details the main strengths and any areas for improvement identified during the inspection. The judgements included in the report are made in relation to the outcomes for children set out in the Children Act 2004; the National Standards for under 8s day care and childminding; and, where nursery education is provided, the *Curriculum guidance for the foundation stage*.

The report includes information on any complaints about the childcare provision which Ofsted has received since the last inspection or registration or 1 April 2004 whichever is the later.

### The key inspection judgements and what they mean

*Outstanding: this aspect of the provision is of exceptionally high quality*

*Good: this aspect of the provision is strong*

*Satisfactory: this aspect of the provision is sound*

*Inadequate: this aspect of the provision is not good enough*

For more information about early years inspections, please see the booklet *Are you ready for your inspection?* which is available from Ofsted's website: [www.ofsted.gov.uk](http://www.ofsted.gov.uk).

## THE QUALITY AND STANDARDS OF THE CARE

On the basis of the evidence collected on this inspection:

The quality and standards of the care are satisfactory. The registered person meets the National Standards for under 8s day care and childminding.
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### WHAT SORT OF SETTING IS IT?

Totally Tennis registered in 2001. It is an out of school club which operates from the tennis centre in the War Memorial Park in Basingstoke, Hampshire. Its main focus is the provision of tennis. It is privately owned and run. Children attending the club come from Basingstoke itself and the surrounding area. The club uses the indoor and outdoor tennis courts, together with a reception area and associated toilet and kitchen facilities.

Totally Tennis opens all year round with the exception of a week at Christmas. The holiday sessions run from 09.00 until 12.00 and from 13.00 until 15.30 each week

day. Children may stay for lunch. During term time children may attend from 15.30 until 20.00. The club is open to children aged three to 16 years. Children attend for a variety of sessions. Currently, it has 40 children on roll. The club employs seven staff to work with the children, most of whom are qualified coaches trained by the Lawn Tennis Association.

## **THE EFFECTIVENESS OF THE PROVISION**

### **Helping children to be healthy**

The provision is satisfactory.

Children enjoy daily fresh air and physical exercise owing to the sporting ethos of this club. They exercise for much of each session. They learn how to care for themselves when taking vigorous exercise, such as removing sweaters when warmed up and having regular drinks. Staff make sure that children take extra fluids during particularly warm weather. Children progress well in developing their physical skills and acquiring new ones, under the careful guidance of the instructors from whom children get individual attention. They learn how to hold tennis racquets correctly, for example, and practise body control skills, linked to balancing, throwing and catching.

Children bring snacks, lunches and drinks from home to sustain them through the day. They already have knowledge about what foods are healthy for them but this is not encouraged by staff and some children eat items with high sugar and salt content or purchase unhealthy drinks.

Staff make it clear to parents that their children must not attend if unwell with infectious illnesses, which helps prevent the spread of infection. They do not, however, encourage children to wash their hands at relevant times, such as before eating, although many children do so. Children receive appropriate medical care should they become unwell, as all staff have first-aid qualifications and the manager is a qualified paediatric nurse. Nevertheless, staff do not always obtain parents' prior written permission for the administering of medicines, which is a breach of the day care regulations.

### **Protecting children from harm or neglect and helping them stay safe**

The provision is satisfactory.

Children make full use of the specialist facilities available to them, using both indoor and outdoor tennis courts. They use good quality equipment, which is well maintained. They are provided with suitable sized tennis racquets and other special resources, such as mini-nets. They learn how to keep themselves safe as staff remind them to be careful of each other when hitting balls hard or kicking balloons.

Children use a safe environment in which staff undertake appropriate risk assessments. They identify potential hazards to children's safety, such as spillages on indoor courts, and do all they can to minimise these. Suitable fire precautions are in place, as is a written emergency evacuation procedure, although this has not been practised.

Staff look after children well, conducting headcounts as needed, such as before going to the tennis courts. There are no toilets at the courts, so a staff member accompanies children back to the main building if needed. Children's security is maintained whilst on the courts owing to a coded security system, which prevents unauthorised access. Maintaining children's safety in the main building is more difficult, as this is not secured in a similar fashion. Staff, however, remain vigilant for children's safety, being fully aware of their responsibilities to maintain security. All undertake training in how to safeguard children and know the stipulated procedures. They do not, however, always check that DVDs, shown to children at break times, are suitable for those under eight years of age.

### **Helping children achieve well and enjoy what they do**

The provision is good.

Children attending this club come because of its emphasis on physical exercise and learning the game of tennis. They speak enthusiastically about the activities offered and improving their tennis skills. They participate eagerly in all activities offered. They enjoy 'warm up' games, which include jumping mini-hurdles, vigorous exercise in running contests and learning new skills. Along the way, they learn new vocabulary, such as 'forehands', 'backhands' and 'under-arm serves'.

Staff organise activities very well, taking into account the age and developmental stages of children present. They arrange team games so that children are well matched in physical ability and all can experience success and achievement. Children respond well, cheering on their friends and trying to improve their performances, whilst learning to be part of a team. Activities are fun and children thoroughly enjoy trying to 'beat' their coaches.

Children come from a wide area. They socialise with many children they don't already know and some make new friendships. Children get on well together. They form very good relationships with their coaches, which are friendly but respectful.

Children's welfare needs are met through the provision of a well balanced daily programme. Breaks are well spaced so that children have time to rest and recuperate before starting another session of energetic exercise.

### **Helping children make a positive contribution**

The provision is satisfactory.

All children are welcomed at this club, which tries to accommodate children of all abilities or disabilities, if possible. Boys and girls have equal access to all activities and are treated equally by staff. All are encouraged to do their best. They behave very well. This is because they receive clear instructions and directions from staff, so understand what is expected of them. Children keep very busy, really enjoying what they do and taking part eagerly, which helps appropriate behaviour.

The partnership with parents requires development. Parents are not made sufficiently

aware that the club is registered and regulated by Ofsted and therefore it has a duty to meet the National Standards for day care. They are not advised, for example, of the club's responsibilities toward promoting healthy eating. Nevertheless, parents receive full details about what the club offers their children through an informative brochure.

## **Organisation**

The organisation is satisfactory.

The senior staff team understand their responsibilities for appointing suitable staff. As a result, children are cared for by well qualified, experienced staff, who are cleared to work with children. An appraisal system is in place to identify any staff training needs. Staff organise sessions extremely well, making full use of the indoor and outdoor facilities. They are deployed well and work together as an efficient team, to provide children with exciting and stimulating sessions, which are fun but suitably challenging too.

Required documentation is in place although procedures are not monitored consistently, such as parental permission slips and emergency evacuation procedures. Paperwork is kept securely, confidentially and ready for inspection. The club makes parents aware of how to make complaints, should the need arise, and keeps a written record of these, although staff are unaware of how long such records must be kept. Overall, parents receive insufficient information about the club, although staff record necessary details to maintain the safety and welfare of the children such as emergency contact numbers. The setting meets the needs of the range of children for whom it provides.

## **Improvements since the last inspection**

Following the last inspection, there were two actions and five recommendations to be followed up. These related to children's safety in regard to a policy for uncollected children, details recorded in the accident book and child protection. The club was also asked to ensure all required documentation was in place and that equality of opportunity was promoted.

The club has addressed all these issues successfully, so improving the provision for children's welfare, safety and access to activities.

## **Complaints since the last inspection**

There have been no complaints made to Ofsted since April 2004.

The provider is required to keep a record of complaints made by parents, which they can see on request. The complaints record may contain complaints other than those made to Ofsted.

## THE QUALITY AND STANDARDS OF THE CARE

On the basis of the evidence collected on this inspection:

The quality and standards of the care are satisfactory. The registered person meets the National Standards for under 8s day care and childminding.

## WHAT MUST BE DONE TO SECURE FUTURE IMPROVEMENT?

### The quality and standards of the care

To improve the quality and standards of care further the registered person should take account of the following recommendation(s):

- obtain written consent from parents before administering medication
- encourage children to wash their hands before eating and to eat healthily
- practise the emergency evacuation procedure
- develop the partnership with parents so that they may be more fully informed of the club's responsibilities towards the children in its care.

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