

# The Listening Ear & Caring Hands After School Club

Inspection report for early years provision

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<b>Unique Reference Number</b>	155078
<b>Inspection date</b>	17 July 2007
<b>Inspector</b>	Natasha Parsons
<b>Setting Address</b>	13 Newcomen Road, Leytonstone, London, E11 3PU
<b>Telephone number</b>	020 8555 4621
<b>E-mail</b>	revossei@aol.com
<b>Registered person</b>	Christ Evangelical Church
<b>Type of inspection</b>	Childcare
<b>Type of care</b>	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.

### WHAT SORT OF SETTING IS IT?

The Listening Ears and Helping Hands After School Club opened in August 2001. It operates from the main community hall, in Christ Evangelical Church. The outdoor space is not used by the group. This is situated in Leytonstone, close to local amenities, and serves the local schools. There are currently four children on role aged from four years to under 8 years. The sessions are from 15:30 to 18:15, term time only. There are three staff, including the co-ordinator working with the children, the co-ordinator has a level three qualification, two staff members have a level two.

### THE EFFECTIVENESS OF THE PROVISION

#### Helping children to be healthy

The provision is satisfactory.

Children are cared for in a suitable setting, they move freely in the hall area. The setting's garden is not used and children enjoy and develop their physical skills and experiences when they go to the local parks where they have the opportunity to run, use playground equipment and play with balls. Physical activities are provided within the setting for example swing ball and hoops, this enables children to move and use energy.

Staff use satisfactory hygiene practices when preparing food, and children are learning the value of hand washing before eating. However, children are not protected as the hand drying facilities are not appropriate as only one hand towel is sited in each toilet area. The setting has sufficient toilets for children, but not staff as there are no toilets for their use.

Children are protected as a member of staff holds a first aid qualification, and the manager is a trained nurse. Unwell children generally are not cared for within the setting, and an appropriate medication form is available. However, children are not protected as parental consent has not been obtained in case children need emergency medical treatment.

Parents are kept informed about the sufficient snack provided, and children benefit from the healthy food offered for example fruit and brown bread. Children benefit as staff encourage them to try different foods. Mealtimes are a sociable occasion when children sit together and talk. Staff are aware of children's individual dietary needs and provide alternatives for them.

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

The provision is satisfactory.

Children are cared for in a church building which is used by others, it is a safe and secure setting, however the garden is currently not suitable as it is overgrown and a secure boundary is not in place. Children benefit from the weekly risk assessments staff complete, and that a staff member has had health and safety training. Staff balance well the need to keep children safe while helping to develop children's independence.

Children are protected as appropriate fire prevention equipment is in place, children have the opportunity to participate in fire drills and these are recorded. However, while an emergency plan is practised and parents are also informed of the procedure to follow to ensure their safety it is not recorded. A separate lost child policy does not exist, staff would follow the not collected child policy if a child became lost.

Children are learning about road safety when they walk to the local parks under the direct supervision of staff members and remind each other of how to remain safe. Staff deploy themselves when on outings to ensure all children remain in their direct care, children are supervised at all times. An appropriate outings policy is in place and parental consent is sought.

Children are safeguarded, the manager has appropriate child protection knowledge and knows how and where to report concerns. Some staff have attended child protection training. Child protection concerns would be discussed with parents, they would be recorded and appropriately stored to ensure confidentiality.

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

The provision is satisfactory.

Children settled quickly on arriving at the setting and willingly participate in adult lead activities, which was balanced with children having the opportunity to self select later and make decisions about what they wanted to do. The setting plans and uses weekly activity sheets and rotates play materials and activities to maintain children's interest. However, resources were limited, children did not have the opportunity to participate in creative, small world play, games other than computer games.

Staff are responsive to children's requests for example a music player was provided this enabled the children the opportunity to sing and dance together, they worked as a group to produce an impressive singing and dancing routine. They worked cooperatively, took turns and encouraged others to join in. Children benefited from the fun and laughter this activity produced. Children's views are sought and staff keep children informed about changes to plans.

Children benefit from the comfortable and relaxed relationships they have with each other and staff members, they make positive comments about the setting and why they like to attend and often they do not want to leave at the end of a session. Children are confident to talk and ask adults questions and share their experiences demonstrating they feel secure and safe within the setting.

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

The provision is satisfactory.

Children are learning about the surrounding community when they use local resources and attend this scheme near to their schools, they confidently walked and knew the route to the local parks and some children called out to people they knew and identified buildings they were familiar with. Staff know the children well and children benefit from attending the scheme and the church it is attached to.

The setting has limited resources reflecting diversity, however children are encouraged to participate in all activities regardless of their gender. An inclusive policy ensures that all children are included and valued within the setting, the needs of children who have educational needs or disabilities would be met as activities would be adapted and staff would work with both parents and supporting agencies.

Children behaved mainly well and this is because they are occupied and have the opportunity to use their surplus energy after school. Children are aware of the rules, for example no swearing, no chewing gum, they are respectful towards each other and remind others of the rules. Staff respond appropriately to unacceptable behaviour their response is calm with an explanation as to why it is unacceptable. Children are not embarrassed or ridiculed for their behaviour and incidents are responded to and concluded swiftly. A satisfactory behaviour management policy is contained within the child protection policy, which outlines the practices of the setting.

A parental consent form is used to formalise the agreement between the setting and parents. Parents generally share and raise issues about their children when they pay their weekly fees. Staff are available at the end of each session for parents to speak to, which ensures continuity of care for children between the setting and home. A written parental complaints procedure is available, however some additional information needs to be added to ensure it is up to date.

### **Organisation**

The organisation is satisfactory.

The manager and the staff team remain a consistent and stable team. They are committed to providing a service to the local community. Children benefit as they often attend the scheme for several years, and this ensures continuity of care and stability for them. Children attend from the surrounding schools and this helps them to remain involved within the local community.

Staff are appropriately qualified, vetted and attend some childcare training to extend their knowledge and understanding. Staff meetings and supervisions benefit the children as staff share their experiences of the them and plan for future sessions.

Children and staff records are appropriately maintained accessible and stored to ensure confidentiality, all the required records are in place, and parents can have access to their children's records. However, children are not protected as parental consent for emergency treatment is not in place. The not collected policy would be followed if a child became lost, and staff would take appropriate action.

The after school scheme meets the needs of the range of children for whom it provides.

### **Improvements since the last inspection**

At the last inspection the provider was asked to produce an operational plan, weekly activity plans are now devised and followed. A risk assessment of the premises to be completed, the group undertakes weekly risk assessments of the premises and equipment. The child protection procedure now includes information on how to deal with a child protection allegation made against a staff member. The complaints procedure was to be updated to include details of Ofsted. This has been done, however contact numbers for Ofsted still need to be included. The recruitment policy has been reviewed and staff are now vetted to meet Ofsted requirements, including the taking up of staff references and police checks.

### **Complaints since the last inspection**

Since registration there have been no complaints made to Ofsted that required the provider or Ofsted to take any action in order to meet the National Standards. 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):

- ensure the current hand drying arrangements are reviewed to prevent cross infection
- extend the overall range of play materials and activities including more creative opportunities for children, and equipment that develop children's understanding of different cultures, backgrounds and disabilities
- ensure that written parental emergency treatment consent is obtained

- ensure the complaints information for parents is updated to include contact details for Ofsted.

Any complaints about the inspection or the report should be made following the procedures set out in the leaflet *Complaints about Ofsted Early Years: concerns or complaints about Ofsted's role in regulating and inspecting childcare and early education* (HMI ref no 2599) which is available from Ofsted's website: [www.ofsted.gov.uk](http://www.ofsted.gov.uk)