

The Carroll Centre & Poppins Child Care
Inspection report for early years provision

Unique Reference Number	509562
Inspection date	23 October 2007
Inspector	Jacqueline Munden
Setting Address	Carroll Youth Centre1, Stanmore, Winchester, Hampshire, SO22 4EJ
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Registered person	The Trustees of The Carroll Centre & Poppins Childcare
Type of inspection	Childcare
Type of care	Full day care, Out of School care, Crèche

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.

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 good. The registered person meets the National Standards for under 8s day care and childminding.

WHAT SORT OF SETTING IS IT?

Carroll and Poppins Childcare has been open since 1996 and offers flexible childcare for the community, including crèche and after school facilities and a holiday play scheme. It is based in the Carroll Youth Centre in Stanmore, Winchester.

The setting is registered to care for a maximum of eight children in the crèche, 40 children in the after school club and 75 in the holiday playscheme.

There are currently 93 children on roll. All facilities are able to support children with special needs and those for whom English is an additional language.

Sessions at the crèche operate at varying times when needed. Sessions at the after school club run from 15:00 until 18:00 Monday to Friday during term time only. The playscheme operates during the school holidays and is open from 08:30 until 18:00 Monday to Friday.

The centre employs four practitioners to work with children in the after school and playscheme settings at all times with an additional four regular casual workers employed to support them when needed. Most staff have the relevant qualifications or are working towards them. When

the crèche operates a suitable number of appropriately qualified practitioners work with children from the bank of staff working for the centre.

THE EFFECTIVENESS OF THE PROVISION

Helping children to be healthy

The provision is good.

Children's good health is effectively promoted by practitioners who have a good understanding of health, hygiene and nutrition. Children learn about good personal hygiene as they are reminded to wash their hands after toileting and before eating. Practitioners follow effective hygiene procedures to prevent cross infection, including cleaning tables before use for food. Children's health records are maintained well, including accidents and the administration of medication. Practitioners are able to respond well to medical emergencies as most are suitably trained in first aid and in the use of epipen.

Children have ample opportunities to play outside in the community playing field for robust play and games such as hockey and football. They enjoy using the enclosed adventure playground where they climb, swing and jump as they behave like monkeys. This gives children plenty of opportunities to overcome challenges and take risks appropriate to their level of skill and development. Indoors, children benefit from access to a large sports hall where they can 'let off steam' whatever the weather. They relish jumping on the bouncy castle and join in planned activities with enthusiasm as well as making up their own games with hoops and ropes. This promotes their ability to co-operate with peers as well as develop their physical skills.

Children develop an understanding of healthy eating through themed activities, and as the setting provides healthy snacks such as fresh fruit. They benefit from a healthy and nutritious evening meal offered after school as well as in the holiday club. They are often involved in the preparation and cooking of this and snacks that are offered throughout the sessions. Children enjoy sitting together while eating, making meal times pleasant sociable experiences. Children's health is protected because staff have food hygiene certificates and have methods in place to ensure children's dietary needs are met.

Protecting children from harm or neglect and helping them stay safe

The provision is good.

Children happily enter the relaxed and child centred environment. Children use a variety of rooms for different activities, including an art room which allows them freedom to create and explore and a quiet room where they can read and do their homework. Children play with an extensive range of accessible toys and equipment which meet the needs of all children. They are interested in what they are playing with; they are stimulated and have fun.

Children play in a secure environment which promotes their physical and personal safety. Practitioners carry out risk assessments of the premises, equipment and before each outing. Clear systems are in place to ensure that only the authorised adults may collect children at the end of a session and visitors are monitored. Children learn to keep themselves safe as they are reminded to not run in the play rooms but to go the sports hall and to take extra care when playing on wet grass. Effective procedures are developed with schools for the safe collection of children; minibus drivers are suitably trained and appropriate ratios ensure children are well supervised when travelling.

Children are well safeguarded as all practitioners have attended child protection training and have a clear understanding of the setting's child protection procedure. However, the policy does not fully inform parents of the setting's responsibility to inform Ofsted if an allegation is made against a member of staff. Parental consent to take children on outings and to take photographs is obtained, ensuring children are well protected.

Helping children achieve well and enjoy what they do

The provision is good.

Children are happy and settled in the holiday club. They are actively involved in a wide range of activities, and are given ample opportunities to play both collaboratively and in small groups, in and outdoors. Practitioners plan stimulating activities well, and, for the holiday scheme, outings that are of interest to children. They ensure resources and opportunities for various types of play are offered and varied throughout the session to maintain children's interest. Staff are skilled in allowing children time to play and develop at their own pace, whilst offering sensitive support to children who need some help.

Children enjoy being creative as they use the wide range of varied art and craft supplies. They create paintings, collages and clay models. Children feel they are valued as their work is displayed in the setting and presented to parents in an exhibition. Children play co-operatively on the snooker table, sorting out between them whose turn is next. They move freely around selecting activities they enjoy. Children particularly enjoy the frequent opportunities to cook either their own evening meals or cakes they eat at snack time. Children report that 'it's great fun here'. Children have fun and make noise. They enjoy banging drums to make jungle sounds, and in no time are working together in making music with a beat and rhythm.

Helping children make a positive contribution

The provision is good.

Practitioners treat children with equal concern. They are skilled at listening to children and demonstrating that they value what children say and do. They recognise that children's needs differ in the after school and holiday clubs. Children are given opportunities to learn about other cultures through access to a range of toys and books which reflect positive images of society. Practitioners are aware that some children have learning difficulties or disabilities. They have an open approach, are willing to make reasonable adjustments and remove potential barriers to them attending the setting.

Practitioners encourage children to develop a strong sense of community. For example, children deliver gifts of home made cakes to a fellow club member that is unwell and to a local elderly couple. Children behave well and understand the club rules. Staff are good role models; they seek to understand and recognise situations that trigger difficult behaviour and are proactive in distracting children. This avoids potential disputes.

The good partnership with parents contributes to the child's wellbeing at the club. Parents' views about the child's needs are actively sought when the child starts at the club and on a regular basis throughout their time there. Parents are made welcome when collecting their child and information is shared daily. Parents are very happy with the care children receive and feel it has improved greatly since the appointment of a new children's manager, although a concern is felt regarding the fairness of some outings as it may not be possible for all children to take part in them. Parents' comments are considered and acted upon where possible. For

example, the security at the main door has been improved following concerns raised by a parent questionnaire. Parents are provided with a wide range of information via the prospectus and notice boards. However, they are not fully informed of the procedure to follow should they wish to see the log of complaints the setting may receive.

Organisation

The organisation is good.

Children benefit from the good organisation of the provision. Practitioners are generally suitably qualified and trained for their roles. The children's manager, although in the process of working towards a suitable qualification in play-work, is highly trained in caring for children. She and many other members of staff have attended workshops in varying areas of play and attended training in first aid, behaviour management and child protection. They work very well as a team in promoting a safe and interesting place for children to be. A robust recruitment and vetting procedure ensures adults are suitable to work with children. Practitioners receive an induction and regular appraisals. Space is well organised and children have areas to move and play without restriction, as well as areas to relax and rest. Resources are made readily available for children to make choices.

The setting maintains a comprehensive range of policies to underpin the care of children, and all regulatory documentation is in place, although some lacks necessary detail. The times of children's arrival and departure are recorded by parents but this procedure does not ensure the records are always accurate. The setting meets the needs of the range of children for whom it provides.

Improvements since the last inspection

At the last Care inspection recommendations were made: to develop and implement action plans detailing how at least one member of staff with a current first aid certificate will be on the premises or on outings at any one time and how supervisors will achieve a level three qualification; ensure that the designated member of staff is informed of the local child protection procedures and shares these with parents; to keep a sufficiently detailed record of significant issues, including the next steps, and share this with parents; and make sure the after school club makes available to parents a written statement that provides details of how they can contact Ofsted if they have a complaint.

Since the last inspection a new centre manager has been appointed. She has improved procedures practitioners follow that promote the safety and welfare of children. The recruitment and appraisal systems identify practitioners' training needs and ensure they attend the required training to meet the needs of children, including child protection and first aid. Appropriate policies and procedures are now in place which practitioners and parents are aware of, including that for complaints. However, there are weaknesses in some. The newly appointed children's manager, although well trained and experienced, who is in day to day charge of the after school and holiday clubs, is working towards a relevant qualification for the position.

Complaints since the last inspection

Since the last inspection 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 good. 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 policies regarding child protection and complaints are fully in line with current regulation and that times of children's arrival and departure are recorded appropriately.

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