



# Farnborough Leisure Centre Crèche and Playscheme

Inspection report for early years provision

<b>Unique Reference Number</b>	110250
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<b>Registered person</b>	D C Leisure Management Ltd
<b>Type of inspection</b>	Childcare
<b>Type of care</b>	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](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?

Farnborough Leisure Centre Crèche and Playscheme is run by a private leisure management group at Farnborough Leisure Centre, which is located near Farnborough town centre. The setting serves the needs of families in the area and the intake reflects the local community. The group welcomes children with special educational needs, and those who speak English as an additional language.

The crèche first opened in 1976 and runs from a recently refurbished room on the ground floor of the leisure centre. It is registered to care for a maximum of 22 children aged under 8 years at any one time and operates Monday to Friday from 09:15 to

15:15. It is closed for Bank Holidays and weekends. The crèche is open to customers of the leisure centre who are either spectating or participating in an activity at the centre. Children may attend for a maximum of 2 hours. There are 7 full time and 2 part time staff currently working with the children, 4 of whom hold early years qualifications. The setting receives support from the Early Years and Childcare Service.

The playscheme first opened in 2000. Children have a base room within the centre and they make use of the centre facilities, including the bowling alley and soft play centre. It is registered to care for a maximum of 100 children from the age of 5 to 8 years, however it accepts children from the age of 4 to 12 years of age provided they are in full-time state education. The playscheme runs during school holidays and is open Monday to Friday from 08:30 until 17:30. Children attend for a variety of sessions. There are currently 6 staff employed to work directly with the children. The playscheme supervisor holds a level 2 qualification in play work. Other staff working on the scheme do not currently hold an appropriate early years qualification.

## **THE EFFECTIVENESS OF THE PROVISION**

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

The provision is satisfactory.

Children are accommodated in premises that are clean, comfortable, and well-maintained. Children attending the crèche learn about staying healthy and the importance of good hygiene as staff act as good role models and follow good practices to prevent cross-contamination. Cleaning is well maintained by staff and they support children well in developing self-care skills, such as washing their hands after going to the toilet. Children attending the playscheme are also reminded by staff to wash their hands after using the toilet. However, they are not always provided with the opportunity to understand simple good health and hygiene practices as the children are not encouraged to wash their hands before mealtimes.

Children attending the playscheme have regular opportunities within the daily routine to develop and use their physical skills through the varied range of activities available to them. They enjoy physical exercise as they join in organised team games, take part in bowling sessions and use apparatus, such as the bouncy castle and soft play centre, to practise their balancing and climbing skills. Children also have time for rest as they sit through lunch and watch a movie. Children attending the crèche participate in a range of activities which contribute to their good health. There is ample space for babies to develop their crawling skills and children experience physical activities such as push-along toys, slide, balls and ride on toys to encourage vigorous play. Children are able to rest and be active according to their needs.

Children at the crèche have regular access to drinks. Children provide their own cups which are labelled and easily accessible to them throughout the session. Staff remind children to take drinks at regular intervals and are aware of times when greater fluid intake might need to be encouraged. The crèche operates a no food policy although staff promote healthy eating through posters displayed around the room. Meals are provided for children attending the playscheme. The lunchtime menu comprises of

fast food items plus some other options, such as jacket potatoes, that are healthier. The existing menu does not really help children to develop positive attitudes and gain a good awareness of the benefits of a healthy diet. The management team are, however, planning to review the lunchtime menu. Children have independent access to drinking water throughout the day. They recognise when they are thirsty and help themselves to water from the drinking fountain in their base-room. Staff also provide jugs of water during each activity. Children's dietary requirements are recorded to ensure that the group meet the needs of individual children.

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

The provision is satisfactory.

Children relax and play in a welcoming environment where staff warmly greet children and parents as they arrive. Children enter the crèche confidently and with ease at the beginning of their session. They are familiar with the setting layout and move confidently around the environment, making their own choices about their play. Children use a range of suitable play equipment and resources, much of which is independently accessible. Staff regularly check items to ensure they are safe and ready for children to use. Good security precautions contribute to child safety within the crèche. There is a movement sensor fixed on the main door which sounds as people enter. Staff ensure children's safety as they carry out visual checks of the room, although these are not formally recorded. Staff supervise children well. The high staff ratio means that children are well protected and supported.

Children attending the playscheme have use of all the leisure centre facilities including the bowling alley, soft play centre and main hall for sports and other activities. They also have a designated base-room for their sole use, which they return to throughout the day. This helps to make the younger children feel settled and more secure. Children are kept safe at the playscheme because staff are vigilant in observing the whereabouts of children. They position themselves appropriately to ensure all children are well supervised. Children are signed in and out by parents and a password system is used to ensure children are only released to authorised carers. Children are beginning to learn about the importance of staying safe as the staff explain the rules to them, such as not running in certain areas. However, children do not yet have complete awareness of how to keep themselves safe if there was a fire as staff have not discussed emergency evacuation procedures with them.

All staff at the crèche and playscheme have a clear understanding of child protection procedures and routes for referral to protect children in their care. All staff receive child protection training as part of their induction process so that children's well-being is supported. There are written policies and procedures in place to support practice and staff are familiar with these. All staff at the crèche are first aid trained which ensures children are well protected. However, no members of staff at the playscheme currently hold an up to date first aid qualification.

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

The provision is satisfactory.

Children in both the crèche and playscheme are happy, self assured, settle quickly and participate in activities with enthusiasm. Staff engage with children and know them well. They respond to children's interests and talk to them about their family and what they have been doing at home.

Children have a varied range of activities to choose from when they attend the crèche including art and craft, stories, role play and messy play. The room is set out ready for play and the children are free to make their own decisions about what they would like to do. Staff are kind and caring. They are interested in the children and spend time chatting and playing with them. One member of staff settles on a cushion in the book area with a child and reads a story, whilst another sits with a child and cooks playdough in the toy microwave. Displays of children's artwork help create a warm and welcoming environment, as well as adding to children's sense of belonging. Babies spend time in their own designated area of the crèche, within sight and sound of the older children. Staff interact effectively with the babies and give plenty of cuddles and praise. Staff are, however, currently unaware of the Birth to three matters framework of good practice as a means of enhancing the existing range of activities and experiences they offer babies and young children.

Children attending the playscheme take part in a variety of pre-planned activities each day, including bowling, sports, team games, bouncy castle, arts & crafts, soft play centre, balloon modelling, fun with food and a movie lunch. Older children also go swimming which is supervised appropriately by qualified lifeguards. The children have fun, involve staff in their play and feel able to approach staff for support. Children are confident to initiate conversations with their peers, staff and visitors to the setting. They co-operate with each other and involve other children in their play. Staff encourage team work and support the children well. There is a lively atmosphere and lots of laughter as children join in group games singing funny songs. The children enjoy their time at the playscheme and are comfortable within their environment. They make friends and are well occupied through the activities provided.

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

The provision is satisfactory.

Staff treat all children attending the crèche as individuals and with equal concern. Children develop confidence as they voice their opinions and make choices and decisions. Children's achievements are recognised and praised, which builds their confidence and self-esteem. The staff praise the children in their artwork and their efforts are displayed around the room. Children have some opportunities to learn about the wider world in which we live and find out about other countries as they access resources that reflect different aspects of diversity and positive images. Some activities are planned to reflect different events, such as Valentines Day and Easter. However, staff do not plan other celebrations and festivals to broaden the children's knowledge.

Children attending the playscheme enjoy mutually respectful relationships with the staff and each other. They develop a positive self-image as a result of the praise and

encouragement they receive from staff. The staff respect the opinions of children and parents alike. They all receive evaluation forms after the playscheme finishes, seeking their views.

Children in both the crèche and playscheme are well behaved. The staff act as positive role models for the children and provide clear and consistent boundaries, which help the children to feel secure in their environment. Methods used for managing children's behaviour are appropriate to the ages of the children attending.

Staff and parents develop sound relationships ensuring that children are happy and at ease within the playscheme. Staff make parents feel welcome and take time to talk and listen to them about their children. Parents receive information about the playscheme when they register their child and complete booking forms which supply the necessary information, such as emergency contact details and medical information. Parents do not, however, provide written consents for staff to seek emergency medical advice or treatment. Staff at the crèche greet parents and children as they arrive. Staff talk to parents about their children, which ensures they are well-informed of their individual needs. Parents receive good information about the crèche through the notice board and policies and procedures. Parents are also required to complete registration forms, which ensures staff are able to safeguard the children's welfare and care.

## **Organisation**

The organisation is satisfactory.

All staff working either in the crèche or the playscheme work well together as a team and are clear about their roles and responsibilities. They are enthusiastic and hard working and take on tasks without being asked to. At least half of the full-time staff working within the crèche hold appropriate child care qualifications and all have many years experience in child care. However, training is not regularly updated to support staff in developing their knowledge and skills.

The supervisor of the playscheme currently holds a level 2 qualification in playwork. No other member of staff working at the scheme has a playwork qualification, although they do participate in induction training and have some experience in child care. The setting currently therefore does not meet Ofsted's requirement as set out in the criterion to the National Standards, that the manager holds at least a level 3 qualification and at least half of all staff hold a level 2 qualification.

The crèche and playscheme operate independently of one another. Relevant information, such as the revisions to the National Standards and the current framework for inspection, is not sufficiently shared between the groups. This lack of communication means that both parts of the provision may not be fully aware of important changes and the additional responsibilities placed upon them.

Recruitment and vetting procedures ensure children are well protected and cared for by staff who are competent and understand the policies and procedures that have been put in place. Written policies and procedures are available for parents to view, although some have not been updated to reflect the recent revisions to the National

Standards, such as the complaints procedure. Overall, the setting meets the needs of the range of children for whom it provides.

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

Three actions were raised at the previous inspection. First, to ensure the main room is organised and used to meet the needs of all children attending; second, to develop an action plan that sets out how staff training and qualification requirements will be met; and third, to make available to parents a written statement that provides details of the procedure to be followed if they have a complaint.

The crèche has since purchased soft-play cubes which divide the room into separate play areas for mobile and non-mobile children. This ensures the safety of the babies and provides a meaningful play area in which they feel happy and secure.

At least half of the full-time members of staff working at the crèche hold a suitable child care qualification. However, some of these qualifications are out-dated and staff do not currently attend any training to enhance their practice and develop new skills.

The crèche has since developed a written complaints policy. A copy of which is provided to parents on registration and is also displayed on the notice board. The current policy however, does not reflect the recent changes to the National Standards.

Documentation has generally improved since the last inspection. Visitors to the setting are recorded and written policies are now either in place or have been developed, including a no smoking policy, admissions policy, special needs and the equal opportunities policy. The child protection policy now includes the procedure to be followed in the event of an allegation being made against a member of staff, although this is not freely available to parents. Incidents and existing injuries recorded in the crèche are now maintained confidentially.

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

There have been no complaints made to Ofsted since the last inspection.

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:

<p>The quality and standards of the care are satisfactory. The registered person meets the National Standards for under 8s day care and childminding.</p>
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## 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):

- investigate ways of helping children develop positive attitudes to healthy eating and an awareness of the importance of good nutrition as part of a healthy life-style. Improve hygiene practices and procedures with regard to hand washing to ensure children's good health is promoted (playscheme)
- ensure there is at least one member of staff working in the playscheme who has completed an appropriate first aid course that includes training in first aid for infants and young children. Further develop safety procedures with regards to fire evacuation to increase children's current awareness about the importance of keeping safe (playscheme)
- further enhance the range of experiences available to babies and children under 3, for example by making use of the Birth to three framework of good practice (crèche)
- ensure written consents are obtained from parents for seeking emergency medical advice or treatment (playscheme). Ensure that children have an appropriate range of activities that promote awareness of diversity and learning about the wider world (crèche)
- improve systems for communication between the crèche and playscheme to ensure that there is a joint sharing of all relevant information relating to registration. Review policies and procedures to ensure that they are up to date and reflect the recent changes to the National Standards
- develop and implement an action plan that sets out how supervisors will achieve a level 3 qualification (playscheme)
- develop and implement an action plan that sets out how staff training and qualification requirements will be met (playscheme). Ensure staff training is regularly updated in order to further develop knowledge and skills (crèche).

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