



Office for Standards
in Education

DAY CARE INSPECTION REPORT

URN 131623

INSPECTION DETAILS

Inspection Date	25/02/2004
Inspector Name	Elly Bik-Kuen Wong

SETTING DETAILS

Day Care Type	Creche Day Care
Setting Name	The Avenue Centre Project
Setting Address	The Avenue Centre St Andrews United Reformed Church, The Avenue Southampton Hampshire SO14 1XQ

REGISTERED PROVIDER DETAILS

Name	Mrs S Sapsard
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ABOUT THE INSPECTION

The purpose of this inspection is to assure government, parents and the public of the quality and standard of day care. When making judgements, inspectors have regard to how well the provider meets the National Standards for under Eights Day Care and Childminding. A list of these is attached. The report identifies strengths and areas for improvement.

This inspection report must be made available to all parents.

Information about the setting

The Avenue Centre Project has been registered since 1990. It operates a church crèche for children from birth to eight years, while their parents meet in the next room.

It is managed by The Avenue Centre Management Committee, of which the church minister is the chairperson. The crèche is located within The Avenue St. Andrews United Reformed Church, Highfield, Southampton. There is a large play room with disabled access, adjacent kitchen and disabled toilet facilities. The crèche serves the central and wider city areas of Southampton.

The policy is to accept mainly under-fives during term time, and school children up to 8 years during school holidays. There are 31 children on roll, and admission is usually through referrals by statutory agencies. The crèche is able to support children with special needs, and those who speak English as an additional language.

There are five regular part-time staff, of whom four work with the children, and one (project worker) works with the parents each session. Half of the crèche staff have relevant qualifications for their roles. The crèche opens on Mondays, Wednesdays and Fridays from 10:15 to 12:15. It is open during term time and school holidays.

How good is the Day Care?

The crèche provides good quality care for children from birth to eight years.

The crèche is well established with good management support from its church committee. There is good leadership from its crèche leader, and the crèche team liaise closely with the project worker, who works with the parents. The crèche has close links with the local community, and works in partnership with other agencies to support families with young children. The crèche provides a friendly and welcoming environment for children to play and socialise in. However, some further improvements are required.

All staff are suitably experienced. Half of them have relevant qualifications. The setting would benefit from improved staff development/training and deputising arrangements, to help counter staff shortage. There is a comprehensive operational plan. All paper work is in place. However, some needs greater details.

The staff team pay attention to implementing safety and hygiene procedures. They

also teach children good hygiene practices through the daily routine. They respect children's health and dietary requirements, and provide healthy snacks for children during each session.

The staff interact well with children. They are kind and caring towards the children, who play enthusiastically with the good variety of stimulating and age appropriate toys. Children are able to make their own choices in play with the readily accessible toys. The staff use positive behaviour strategies. They are committed to meeting individual needs and special requirements. They respect children's differences, while treating each child with equal concern. However, the staff team will benefit from on-going training in handling a wide range of needs and behaviour.

The staff team have close, warm relationships with parents, and share information effectively about their children's care.

What has improved since the last inspection?

The setting did not have a qualified leader at the last inspection, but has since appointed a suitably trained, qualified and experienced person to fill the role of the play supervisor.

The setting needed to ensure that the new outside area being built would be safe for children and parents. Risk assessment has since been carried out, and staff and users are aware of safety procedures required to keep children and other users safe.

A special needs policy was required at the last inspection, and has since been adopted by the setting. This gives direction to meeting the wide range of needs among the children, as many are referred by various agencies.

While building works were being carried out between late 2002 and summer 2003, Ofsted was being informed of developments, and the temporary play space was checked and confirmed to be safe and secure for children.

A detailed emergency fire plan has since been drafted and is displayed in the main area prominently.

What is being done well?

- The experienced staff team has consolidated through the good leadership of its suitably trained crèche leader. The deputy is now at level three standard, so half of the staff are qualified. The crèche team receive good support from the project worker and the management committee. There is a detailed operational plan with well organised policies, plans, and records which preserve confidentiality.
- The staff interact well with children. They talk to them; play with them; and care for them well. They provide a wide range of stimulating activities with good quality and age appropriate toys. They are readily accessible to children, including infants and toddlers, and promote children's own choices about play.

- The staff are proactive in meeting a wide range of needs, including dietary and health requirements. Each session the staff note parents' requirements either verbally or by completing care diaries. They also liaise closely with other professionals regarding the children's progress.
- The staff praise and value children, and respect them as individuals. They are kind and patient towards them. They handle children's behaviour sensitively, and in ways appropriate to their levels of maturity.
- The staff are generally safety conscious, and ensure that the premises are safe and secure for children. They follow safety procedures of accompanying children to the toilet, and noting special diets and allergies.
- The staff implement good hygiene procedures when preparing and serving food, and many have completed food hygiene training. They also help children to learn about them through the routine of hand washing.
- The staff have good relationships with parents and close links with the local community. They share information effectively through new parents' leaflets, written policies, verbal communication, and regular questionnaires. Parents are on site and feel welcome to discuss their children's care and progress.

What needs to be improved?

- staff development and training programmes, to ensure that deputising arrangements are adequate
- certain aspects of the environment, particularly relating to room temperatures and appropriate physical play area, to ensure the maximum health and safety of children at all times
- opportunities for staff and volunteers to become adequately trained in caring for children with special needs and requirements, including the management of a wide range of behaviour
- documentation, such as the complaints procedure and the daily register for children, staff, and visitors, to provide all relevant details.

Outcome of the inspection

Good

CONDITIONS OF REGISTRATION

All registered persons must comply with all conditions of registration included on his/her certificate of registration.

As a result of this inspection conditions of registration have been imposed / varied / removed and a new certificate of registration will be issued.

WHAT NEEDS TO BE DONE NEXT?

The Registered Person should have regard to the following recommendations by the time of the next inspection	
Std	Recommendation
2	Review staff development and training programmes to ensure that deputising arrangements are adequate.
4	Ensure that room temperature is carefully monitored for the good health of all users; and that suitable venues (indoor/outdoor) are available for physical play.
10	Ensure that staff and volunteers are adequately trained in caring for children with special needs and requirements, including the management of a wide range of behaviour.
14	Update and improve documentation such as the complaints procedure and the daily register for children, staff, and visitors, to provide all relevant details.

SUMMARY OF NATIONAL STANDARDS

STANDARD 1 - SUITABLE PERSON

Adults providing day care, looking after children or having unsupervised access to them are suitable to do so.

STANDARD 2 - ORGANISATION

The registered person meets required adult: child ratios, ensures that training and qualifications requirements are met and organises space and resources to meet the children's needs effectively.

STANDARD 3 - CARE, LEARNING AND PLAY

The registered person meets children's individual needs and promotes their welfare. They plan and provide activities and play opportunities to develop children's emotional, physical, social and intellectual capabilities.

STANDARD 4 - PHYSICAL ENVIRONMENT

The premises are safe, secure and suitable for their purpose. They provide adequate space in an appropriate location, are welcoming to children and offer access to the necessary facilities for a range of activities which promote their development.

STANDARD 5 - EQUIPMENT

Furniture, equipment and toys are provided which are appropriate for their purpose and help to create an accessible and stimulating environment. They are of suitable design and condition, well maintained and conform to safety standards.

STANDARD 6 - SAFETY

The registered person takes positive steps to promote safety within the setting and on outings and ensures proper precautions are taken to prevent accidents.

STANDARD 7 - HEALTH

The registered person promotes the good health of children and takes positive steps to prevent the spread of infection and appropriate measures when they are ill.

STANDARD 8 - FOOD AND DRINK

Children are provided with regular drinks and food in adequate quantities for their needs. Food and drink is properly prepared, nutritious and complies with dietary and religious requirements.

STANDARD 9 - EQUAL OPPORTUNITIES

The registered person and staff actively promote equality of opportunity and anti-discriminatory practice for all children.

STANDARD 10 - SPECIAL NEEDS (INCLUDING SPECIAL EDUCATIONAL NEEDS AND DISABILITIES)

The registered person is aware that some children may have special needs and is

proactive in ensuring that appropriate action can be taken when such a child is identified or admitted to the provision. Steps are taken to promote the welfare and development of the child within the setting in partnership with the parents and other relevant parties.

STANDARD 11 - BEHAVIOUR

Adults caring for children in the provision are able to manage a wide range of children's behaviour in a way which promotes their welfare and development.

STANDARD 12 - WORKING IN PARTNERSHIP WITH PARENTS AND CARERS

The registered person and staff work in partnership with parents and to meet the needs of the children, both individually and as a group. Information is shared.

STANDARD 13 - CHILD PROTECTION

The registered person complies with local child protection procedures approved by the Area Child Protection Committee and ensures that all adults working and looking after children in the provision are able to put the procedures into practice.

STANDARD 14 - DOCUMENTATION

Records, policies and procedures which are required for the efficient and safe management of the provision, or to promote the welfare, care and learning of children are maintained. Records about individual children are shared with the child's parent.