



Office for Standards
in Education

DAY CARE INSPECTION REPORT

URN 130546

INSPECTION DETAILS

Inspection Date 03/06/2004
Inspector Name Siobhan O'Callaghan

SETTING DETAILS

Day Care Type Creche Day Care
Setting Name The Venue Creche
Setting Address Elstree Way
Borehamwood
Hertfordshire
WD6 1JY

REGISTERED PROVIDER DETAILS

Name The Committee of Hertsmere Leisure 1093653

ORGANISATION DETAILS

Name Hertsmere Leisure
Address Council Offices
Rudolph Road
Bushey
Hertfordshire
WD2 3DU

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 Venue Crèche opened in 2001. It operates from a large Hertsmere leisure facility in the town centre of Borehamwood. The Crèche benefits from purpose built accommodation, it has one large room, with a sectioned off soft play area. The Crèche serves the local and surrounding areas.

There are currently over 200 children from 3 months to 5 years on roll. Children may attend for a maximum of two hours whilst their parents or carers remain on the premises. The setting welcomes and supports children with special needs.

The group opens Monday to Wednesday from 09:00 - 14:15 and then from 15:30 - 17:45. They do not open on a Thursday, they open Friday from 09:00 - 14:15, Saturday from 09:00 - 13:00 and Sunday from 09:00 - 12:00. They open all year round.

Four full time and three part time staff work with the children. Over half the staff have early years qualifications to NVQ level 2 or 3. Two members of staff are currently working towards a recognised early years qualification.

How good is the Day Care?

The Venue Crèche provides satisfactory care for the children. The staff make good use of the environment and resources available. Children can help themselves to a wide range of toys and engage within creative activities. However staff deployment is not adequate in ensuring that 50% of appropriately qualified staff are with the children at all times. The crèche maintains appropriate documentation for its provision, although there are aspects requiring further implementation.

Children's personal safety and security is given due emphasis. Staff ensure parents sign their children in and out of the crèche, and they discuss any individual needs such as comforters for the small babies. Good provision is in place to offer emergency first aid, although procedures to administer life threatening medication need to be addressed. Children bring in their own drinks which are labelled by staff, no food is consumed within the crèche. All children are treated with equal concern, staff ensure they have access to all resources and activities available.

Children are cared for in a bright stimulating environment, their paintings and art work are displayed around the walls. Children independently access a broad range

of age appropriate resources. Staff offer extra equipment to older children, this was evident on inspection, as it was half term. Staff promote positive role models they are encouraging toddlers to share and take turns. Children were on the whole co-operative, they were generally happy and settled within their environment.

Partnership with parents and carers is valued within this provision. Parents are encouraged to share their ideas through a suggestions box. Lots of information is shared on children's arrival and departure. Parents expressed their satisfaction with the care their children receive. Parents have written information about the setting and it's operation, however a complaints procedure and details about the regulator must be readily available.

What has improved since the last inspection?

There were a number of actions raised at the last inspection, the majority have been addressed, however some require further information. The provision were to ensure that at least 50% of staff caring for babies were qualified to do so. Training has been pursued by staff, however the group must ensure this ratio is met at all times. They were to obtain written permission from parents for seeking emergency medical treatment. Parents now sign a declaration on their child's enrolment form to give this permission, however they must also include medication permission for those children requiring this. This could be for a child requiring an asthma pump or epee-pen. The parent's pack was to include a complaints procedure with the address and phone number of the regulator. This has been included however it is unclear, parents need to know that Ofsted is the regulator and that they can be contacted if parents are unhappy about any aspect of the provision. The provision were to ensure that all policies and procedures are in place, and that staff have a working knowledge of these. All records were to be easily accessible. The majority of documentation is in place and is accessible, although there are still aspects outstanding. All documentation must be in place within agreed time limits. Lastly the provision were to ensure that Ofsted are informed of all changes affecting the group, at the earliest opportunity. The manager is aware of this procedure and would put this into practice when applicable.

What is being done well?

- The crèche offers a warm and welcoming environment where children can play or rest safely. The staff take responsibility for keeping the accommodation clean and presentable, all toys and furnishings are washed regularly.
- Children are very busy within their environment they enjoy accessing the toys and activities available to them. They respond well to staff interaction, many will seek adult support and attention.
- The staff promote open communication with parents, they ensure that children's individual needs are discussed and met where possible.
- The staff team have developed effective strategies for dealing with challenging behaviour, training has been pursued within this area and thus

has a positive impact within the provision.

What needs to be improved?

- documentation, to ensure there are clearly defined procedures to be followed in the event of a child being lost or not collected from the provision. Ensure parents prior written permission is in place to administer any medication. Written records of administered medication should be signed by parents. Ensure that public liability insurance is up to date.
- information for parents, to ensure they have access to a written complaints procedure that informs them of Ofsted's role as the regulator, and how they can be contacted.

Outcome of the inspection

Satisfactory

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 must take the following actions by the date shown

Std	Action	Date
7	Ensure parents prior written permission is in place to administer any medication. Written records of administered medication should be signed by parents	30/06/2004
12	Ensure parents have access to a written complaints procedure that informs them of Ofsted's role as the regulator, and how they can be contacted.	30/06/2004

The Registered Person should have regard to the following recommendations by the time of the next inspection

Std	Recommendation
6	ensure that public liability insurance is up to date.

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.