



Office for Standards  
in Education

## DAY CARE INSPECTION REPORT

URN 155078

### INSPECTION DETAILS

Inspection Date 16/07/2003  
Inspector Name Usha Shah

### SETTING DETAILS

Day Care Type Out of School Day Care  
Setting Name The Listening Ear & Caring Hands After School Club  
Setting Address 13 Newcomen Road  
Leytonstone  
London  
E11 3PU

### REGISTERED PROVIDER DETAILS

Name The Committee of Christ Evangelical Church

### ORGANISATION DETAILS

Name Christ Evangelical Church  
Address 24 Matcham Road  
Leytonstone  
London  
E11 3LF

## 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 Listening Ears and Helping Hands Out Of 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 16 children on role aged from 4 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, one staff member has a level two, and the third is considering training.

### How good is the Day Care?

Listening Ears and Helping Hands Out of School Club provides satisfactory care for children.

The group focus on providing an environment where children learn through play. There is a range of activities that help children to make progress in all of their development. Staff have an awareness of each child's individual needs and interests. Staff ensures that the organisation of the day allows them to play and talk with the children throughout activities and daily routines.

The children are well cared for by the staff. Staff have awareness of hygiene issues and their well being, they help children learn about hygiene. Most areas on the premises were safe.

Most policies and procedures are in place. Record keeping is generally satisfactory.

Parents receive information about the setting and their children's care. There is an informative parent's booklet. Staff are available to talk to parents on a daily basis and provide regular updates about their children's care. Parents participate in the group through fund raising and children's activities.

### What has improved since the last inspection?

Following actions were raised at last inspection:

- ensure kitchenette complies with local environmental health regulations.

-ensure that all staff and volunteers understand and implement Equal Opportunities policy;

which is consistent with current legislation and made available to parents.

-to write and keep all required policies, procedures and plans.

-ensure all staff /volunteers are fully vetted and are aware of and club's policies and procedures.

-formulate a procedure for keeping records.

-conduct risk assessment.

Environmental health check was carried out in June/03. Cooker is replaced but not used for cooking. The club only uses toaster, which was safe.

The manager has now addressed all staff about equal opportunities policies and procedures.

Most policies and procedures are in place.

A folder is organised for record keeping.

All staff are now vetted by Ofsted.

#### **What is being done well?**

- Staff have a satisfactory understanding of children's needs. They organise daily activities that help children to make progress in all areas of development.
- There is a wide range of resources readily available to children, many of these reflect positive images of race, disability, gender and age. The organisation of equipment encourages children to make their own choices.
- Staff have friendly relationships with parents and they provide them with information about the setting and their children's progress.

#### **What needs to be improved?**

- Availability of an operational plan.
- Update the complaints procedure to include details of Ofsted.
- Update the child protection procedure to include details of how to manage allegations against members of staff.
- Update the recruitment policy to include the vetting procedure for Ofsted
- Conduct a risk assessment of the premises.

**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 should have regard to the following recommendations by the time of the next inspection**

Std	Recommendation
6	Conduct a risk assessment of the premises.
1	Update the recruitment policy to include the vetting procedure for Ofsted
2	Produce an operational plan.
12	Update the complaints procedure to include details of Ofsted.
13	Update the child protection procedure to include details of how to manage allegations against members of staff.

## **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.*