



Office for Standards  
in Education

## DAY CARE INSPECTION REPORT

URN 317612

### INSPECTION DETAILS

Inspection Date 02/09/2003  
Inspector Name Richard O'Brien

### SETTING DETAILS

Day Care Type Out of School Day Care, Sessional Day Care  
Setting Name Sure Start Children's Centre  
Setting Address Howgill Family Centre  
Catherine Street  
Whitehaven  
Cumbria  
CA28 7QW

### REGISTERED PROVIDER DETAILS

Name The Committee of Sure Start Children's Centre

### ORGANISATION DETAILS

Name Sure Start Children's Centre  
Address Howgill Family Centre  
Catherine Street  
Whitehaven  
Cumbria  
CA28 7QW

## 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 setting opened in 2000. The premises are a converted building and situated in the middle of White haven. It serves parents and children from the local area who use Surestart services. The setting provides sessional, out of school and holiday play schemes on the premises.

There are currently 37 children from 2 to 4 years on roll in the sessional daycare and 24 children on the roll in the out of school care. This does not include funded children. Children attend for a variety of sessions. The group cares for children who have special needs. There are no children attending who speak English as an additional language.

The sessional group opens 5 days a week during termtime. The out of school service is open for 5 days a week during termtime. The holiday play scheme is open for some half-terms and 5 weeks during the summer holidays.

Sessions are from 09:00 - 11:30 and from 12:30 - 15:00 for the sessional care and from 15:30-18:30 for the out of school care. The holiday playscheme is open from 08:30-17:30.

There are 19 staff that work in the setting. All have appropriate early years qualifications. 3 staff are currently on training programmes.

### How good is the Day Care?

Surestart Centre overall provides a satisfactory standard of care.

The staff group is very well qualified and many staff have substantial experience within Howgill, providing good continuity of care. Many children enter the Children's Centre from a group for younger children also run by Howgill and this increases the continuity of knowledge of individual children.

There are significant weaknesses regarding children's safety and the response to hazardous equipment and incidents is seriously inadequate. When children's behaviour is difficult there are significant weaknesses concerning the system of dealing with these incidents. Child protection procedures continue to be unclear. Recording of accidents is often weak.

The range of activities provided for children is good and includes the planning for the

out of school care. The playroom is now well planned to give children plenty of space as well as easy and suitable access to the range of equipment. The very good levels of staffing allow for children to receive a great deal of individual attention.

The partnership with parents is generally good with careful procedures to assist children and parents in settling in. There is little written information about the setting available to parents.

### **What has improved since the last inspection?**

At the last inspection actions were raised concerning police checks, supervision, identification of a manager and deputy for the out of school care, induction system, deploying staff at lunchtime, providing a quiet area for children, supervising children in the boat area, carrying out fire drills and a risk assessment, obtaining parental signatures after administering medication and for the administration of non-prescribed medication, improving medication storage, planning for children with special needs, confidentiality, providing an area where staff and parents could meet, providing parents with information on the care and activities, displaying the complaints procedure, keeping a copy of the Child Protection policy on the premises, ensuring that this policy and procedures are consistent and improving staff's understanding of child protection procedures.

Since that time; systems regarding police checks ensure that only staff with checks have unsupervised access. There is a manager and deputy in place. Supervision systems are improved. Induction systems are in place. Staff are deployed appropriately at lunchtime and can supervise children in the boat area. The book corner provides a suitable quiet area. Fire drills are carried out appropriately. A risk assessment has taken place but there are significant weaknesses in the system. Parental signatures would not be obtained suitably after administering medication. Storage is suitable. Planning for children with special needs is good, giving clear targets and guidance. Information is stored confidentially. Parents and staff could use several areas to meet. Parents do not receive adequate information on the care and activities provided. The complaints procedure is displayed. The child protection policy is on the premises. Staff have good training in child protection issues but the internal referral procedure remains unclear.

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

- Provision for children with special needs is very good with careful recording, planning and appropriate information sharing. 1:1 help for children is readily available.
- Levels of qualification and experience of staff are very good. All staff have childcare qualifications and several receive support in gaining more qualifications. Child protection training levels are very good.
- Levels of equipment and toys have many positives. Children have easy access and the layout of the setting gives a welcome sense of space to children. The playroom is well decorated, as is the outside area.

- New children and parents benefit from an improved system for making them feel comfortable and welcome with fewer children being introduced at any one time.

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

- Children's safety, including the risk assessment system and the recording of accidents
- Behaviour management
- Information to parents regarding the care and activities provided and their children's behaviour
- The procedures for child protection
- The procedures for notification to Ofsted of changes to management, lost or uncollected children, provision of water during playtimes, collection of children from schools, and parental acknowledgement of administered medication
- The resources to support equal opportunities.

#### **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
6	meet any recommendations made by the Fire Safety Officer in relation to the wedging open of the kitchen door	03/10/2003
6	conduct again a risk assessment on the premises and all activities, identifying and implementing any actions to be taken to minimize identified risks with special regard to outdoor apparatus, outdoor security, and children's security on the bus.	03/10/2003

6	put in place a system for the regular and appropriate review of the risk assessment and ensure that any hazards identified subsequently are included in the risk assessment system.	03/10/2003
6	make safe the outdoor apparatus and use of the balancing beams.	03/10/2003
7	ensure that accident records are made for all appropriate incidents and that all accident records are completed appropriately	03/09/2003
11	keep effective signed records of and review patterns and instances of poor behaviour, carry out planned meetings regarding behaviour and ensure that communication to parents regarding behaviour is carried out by staff who have the best knowledge of such incidents.	03/10/2003
13	write a referral procedure and ensure that all staff have an understanding of this procedure	03/10/2003

<b>The Registered Person should have regard to the following recommendations by the time of the next inspection</b>	
Std	Recommendation
1	inform Ofsted of proposed appointment of a new manager
5	provide a suitable range of toys and other resources in order to support children's understanding of Equal Opportunities.
6	ensure that all staff have access to a written procedure which is agreed with the schools regarding the collection of children for the out of school club.
7	keep a written record, signed by parents, of medicines given to children
8	review the provision of water for children during playtimes
12	make available to parents a written statement that provides details of the policies and procedures, care and activities provided

## **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.*