



Office for Standards
in Education

DAY CARE INSPECTION REPORT

URN 509705

INSPECTION DETAILS

Inspection Date	25/11/2003
Inspector Name	Denise Rosemary Olsson-Hildick

SETTING DETAILS

Day Care Type	Out of School Day Care
Setting Name	Crofters Club
Setting Address	The Croft Centre 16 Windham Road Richmond TW9 2HP

REGISTERED PROVIDER DETAILS

Name	London Borough of Richmond Upon Thames
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ORGANISATION DETAILS

Name	London Borough of Richmond Upon Thames
Address	Children With Disabilities Team, Children & Families Service The Croft Centre Windham Road Richmond TW9 2HP

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

Crofters Club is an After School Club and Holiday Play Scheme for children aged under 18 who have a disability. It is based in a large building which has undergone extensive rebuilding and is now part of the Croft Partnership. This is the local Centre of Excellence incorporating Social Services provision for children with a disability and the Education Department Windham Nursery School. Other local authority departments contribute support and the voluntary sector provide practical services.

How good is the Day Care?

Crofters After School Club provides a satisfactory standard of care.

The group has a high staff: child ratio. Recruitment and training issues are efficiently addressed and organised. Most, though not all, policies and records are in place and reviewed regularly.

The routine allows children opportunities for play, rest and meals. Staff talk to and of children with understanding, pride and affection, taking into account individual need, temperament, ability and interests. Children are encouraged to develop a relationship with the member of staff with whom they feel the most affinity and a sensitive approach ensures children less able to communicate easily do not feel burdened with a key worker with whom they feel uncomfortable. Children play with toys and materials suitable for their ages, interests, needs and abilities. Children have access to a wide range and quantity of equipment, tools and materials suitable for differing ages, interests and abilities. Children are made welcome, their differences valued and their needs met regardless of gender, ethnic origin, background, ability, religion or language. Some materials present a positive image of people from minority groups. Meals are nutritious, accommodating children's individual dietary needs. Care is taken to comply with parent's wishes.

The environment is spacious, clean, warm, well-maintained, appropriately furnished and organised to allow children access to the entire area and outside play space. The environment is safe enough though some areas of safety do need to be addressed. Children understand and practice good hygiene and staff are vigilant in addressing matters relating to health and hygiene, though have no information regarding notifiable diseases.

Relationships with parents are warm and mutually respectful. Staff work in harmony

and partnership, making sustained efforts to support and engage them in an open, honest manner. Staff have a working knowledge of child protection issues.

What has improved since the last inspection?

At the previous inspection the group was required to ensure half the staff team had a recognised child care qualification and that the outside play area was safe.

The number of staff studying for a child care qualification has increased, meeting the required standards and the outdoor play area has been completely redesigned. Both these developments mean that the quality of care provided for the children has improved.

What is being done well?

- Support, assistance and encouragement is given to children to participate in activities of their choice which ensures children are eager to participate and become involved. Staff manage behaviour in a sensitive manner that encourages children to develop an empathy for others.
- The environment is spacious and well-maintained which ensures children play in clean and warm surroundings. Play equipment is varied, easily accessible and children are eager to explore materials, promoting their understanding of the world around them.
- Play materials reflect a positive image of race and culture which encourages children to develop respect and tolerance for others.
- Parents are warmly supportive of the group, work in harmony and partnership with staff which results in children feeling welcome and secure.

What needs to be improved?

- the policies and recording systems relating to uncollected children, registration for children and staff, fire drills, safety, medication, sick children, equal opportunities, behaviour management and complaints.
- the safety in relation to stairs, outdoor fence, steps and gate, fire evacuation procedures and heavy toilet doors.
- the staff awareness of diseases that are notifiable.
- the arrangements for deputising in the absence of the Person-in-Charge.

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
2	Ensure there is a named deputy for the scheme.
2	Develop policies and procedures relating to uncollected children and staff registration systems.
6	Ensure records relating to fire drills and hazards are maintained.
6	Ensure hazards relating to the fence, steps, stairs and gate are addressed.
7	Develop the understanding of diseases that are notifiable and the appropriate response.
7	Ensure parents sign medication records.
7	Develop a policy regarding the admission, exclusion and care of sick children.
9	Develop the equal opportunities policy so that it is consistent with current legislation and guidance.
11	Develop a Behaviour Management policy and Incident Record form.
14	Develop the Complaints Procedure to ensure this includes information about OFSTED as the regulatory body

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.