



Office for Standards  
in Education

## DAY CARE INSPECTION REPORT

URN 127651

### INSPECTION DETAILS

Inspection Date	07/08/2003
Inspector Name	Christine Robinson

### SETTING DETAILS

Day Care Type	Full Day Care
Setting Name	Stour Centre Creche
Setting Address	Tannery Lane Ashford Kent TN23 1PL

### REGISTERED PROVIDER DETAILS

Name	Mrs Lynne Gray
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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 Stour Centre Creche was registered in 1991. It operates from a large playroom on the first floor with its own cloakroom. Occasionally, a large sports area, St Thomas Hall, is used downstairs; children are accompanied to the public toilets on these occasions. Children are occasionally able to play in the playground adjacent to the Centre. The Centre is situated in Ashford town centre and is only used by parents who are using its facilities.

The creche is registered to provide 21 places for children aged under eight years with nine of those places for under two's. The youngest children may only stay for one and a half hours. A large number of children are registered with the creche but there is a smaller core of children who attend regularly. No children have special needs and all children speak English.

The creche opens five days a week throughout the year from 10:00-12:00 and from 10:00-13:00 on Fridays. Five staff work regularly with the children but only one holds an early years qualification.

### How good is the Day Care?

The Stour Centre Creche provides satisfactory care for children. Although only the supervisor is qualified, the regular team of staff work well together and dedicate their time to playing with the children with a good range of appropriate toys. Children have a spacious and recently decorated play room and since most of the children are under four years, they are able to stay together in one group to play. Most of the required records are in order although not always kept confidentially and paperwork is well organised. However, there is a lack of formal, written policies and procedures on some topics such as complaints.

Staff have a generally satisfactory awareness of health, safety and hygiene issues but only one member of staff holds a current first aid certificate. Parents provide all drinks and the creche only provides plain biscuits. There is an awareness of meeting children's individual needs including those who might have additional needs. Some staff have recently completed child protection training.

Staff provide children with a good variety of activities and they play contentedly. Staff act as good role models for behaviour and effective strategies are used to manage children's behaviour.

Questionnaires from parents show that they feel that the creche is well run and secure and that staff are friendly and enjoy interacting with children. Parents are kept informed of children's activities informally but they are not given written information on the creche's policies and procedures.

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

At the last inspection, the creche was asked to compile an action plan that outlined how it planned to meet the staff qualification requirements set out in Standard 2. Ofsted was contacted in February 2003 and informed that staff had completed forms to apply for an NVQ 3 qualification in playwork and were waiting confirmation of a start date. However the staff are reluctant to enrol on training outside Ashford and no further progress on qualifications, including any written action plan, has been achieved. Therefore, the action has been imposed again.

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

- The large play room upstairs in the Centre is bright and spacious. The space can be changed by the opening and closing of folding doors. It has been recently re-decorated and has the benefit of air-conditioning and provides children with a welcoming and airy play area.
- The creche has refurbished its equipment and toys are in an excellent and clean condition. There is ample storage and children are able to choose from a wide and colourful range of toys.
- Staff work well as a team to provide an ordered and organised environment which enables children to behave well and feel secure.

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

- the information supplied to Ofsted about relevant matters such as staff changes; (Standard 1)
- the development of an action plan that sets out how staff qualification requirements will be met; (Standard 2)
- the amendment (as discussed) or writing of all required policies and procedures i.e. lost and uncollected children, equal opportunities, behaviour management, complaints and child protection and the sharing of them with parents; (Standards 2,9,11,12,13)
- the recording of all fire/emergency drills; (Standard 6)
- the renewal of staff first aid certificates; (Standard 7)
- the separate recording of incidents and accidents to maintain confidentiality. (Standard 7)

**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
1	ensure that Ofsted is informed of all relevant changes and matters;	23/10/2003
2	develop an action plan that sets out how staff training and qualification requirements will be met.	23/10/2003
12	write a statement of procedures to follow where a parent has a complaint and share the procedures with parents.	23/10/2003

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

Std	Recommendation
2	amend uncollected child policy to include reference to Social Services and ensure that lost and uncollected child procedures are circulated to parents;
6	ensure that all fire/emergency drills are recorded;
7	ensure staff redo first aid training;
7	ensure incidents are recorded separately from accidents to maintain confidentiality;
9	write an equal opportunities policy that is implemented by staff and shared with parents;
11	amend behaviour management policy so that it is appropriate for the age of children cared for and ensure it is shared with parents;
13	ensure the child protection policy, including the procedure to follow where there are allegations against staff, is shared with parents.

## **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.*