

Inspection of Reach Out Child Care Services Limited

104 Parkside Road, Hillsborough, Sheffield S6 2AA

Inspection date:

7 September 2022

**The quality and
standards of early
years provision**

**This
inspection**

Not met (with actions)

Previous
inspection

Good

What is it like to attend this early years setting?

This provision does not meet requirements

Children arrive happy and excited to attend the out-of-school club. Staff and children develop good relationships. They get to know each other well. Children listen to the instructions of staff and know the rules of the club. As a result, children's behaviour is good. Children spend their time at the club playing, relaxing and socialising with friends. Staff are nurturing. They reassure children with cuddles when they feel sad or anxious.

That said, there are weaknesses in the knowledge of leaders in meeting the requirements. This has led to gaps in safeguarding knowledge and some breaches of the requirements of the early years foundation stage. While some of these breaches have a minor impact on children, others do pose a risk to children's well-being and safety.

Despite the identified breaches, children enjoy the range of activities on offer at the club. They learn to share and take turns as they play on the slide in the outdoor area. Children play imaginatively together as they pretend to cook in the sand tray. They take part in many painting and craft activities. Children work together to create pumpkin pictures for a seasonal display board. These opportunities help children to build relationships and make friends.

What does the early years setting do well and what does it need to do better?

- There have been significant changes to the leadership and management of the club in the last year. It is unclear who is responsible for the overall leadership of the club. As a result, there have been some breaches to the requirements. That said, the current manager displays a positive attitude to making the necessary changes and improvements to the club. The manager holds regular supervision sessions with staff. She observes staff and gives feedback to help improve their practice.
- The manager follows safer recruitment procedures when hiring new staff. However, on the day of inspection, she was unable to access staff files to confirm that these procedures have been followed. While this has little impact on children, this is a breach of the requirements. Leaders have also failed to notify Ofsted of a change to the nominated individual. This poses a risk to children because Ofsted has not been able to check who the present nominated individual is or ensure their suitability.
- The manager ensures that there is always a staff member on site who holds a paediatric first-aid certificate. However, there is not always a staff member who is qualified in first aid present, when collecting children from school. This poses a risk to children's safety. However, the manager has acted on this and booked

paediatric first-aid training for all staff.

- Children have daily access to an outdoor space that has recently been enhanced with new play equipment. Staff encourage children to play outside and be physically active. They support children in leading a 'club council'. Children share their ideas and suggest activities that they would like to do. This gives children a sense of ownership and responsibility for the club.
- Children receive a variety of hot and cold snacks. However, fruit and vegetables are not always on offer. Children sometimes drink juice rather than being offered water. This does not promote a healthy diet. The food available to children is not always balanced and there is scope to improve the menu.
- Staff develop good relationships with parents. Parents receive emails and updates from the club staff. They say that staff are kind and understanding when parents need extra support. However, leaders have not put in place a key-person system. Parents do not have a designated staff member to speak to regarding their children's care and welfare. This does not provide a consistent approach to fully support children's individual needs.
- Staff are responsive to feedback from parents. When parents share concerns or areas for development, staff reflect on these. They make changes or improvements when it is appropriate. However, the methods used to seek the views of parents could be improved. This would help to further raise the quality of the service provided by the club.

Safeguarding

The arrangements for safeguarding are not effective.

There are gaps in the safeguarding knowledge of staff and leaders. The safeguarding policy is not in line with the local safeguarding partnership procedures. The manager is not fully aware of the steps that she must take if an allegation is made against a member of staff. This may put children at risk because allegations of harm may not be managed correctly. Staff and leaders understand the signs of radicalisation. However, they are not aware of their responsibility to pay regard to the 'Prevent' duty guidance. That said, staff demonstrate good knowledge of the signs and symptoms of abuse or neglect. They quickly recognise safeguarding concerns and take the appropriate action if they believe that a child may be at risk of harm.

What does the setting need to do to improve?

To meet the requirements of the early years foundation stage and Childcare Register the provider must:

	Due date
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ensure that there is at least one staff member who has a current paediatric first-aid qualification present on all outings and school runs	26/09/2022
ensure that all files and records, in particular those regarding staff recruitment and suitability, are accessible and available for inspection	26/09/2022
improve leaders' knowledge of what changes must be notified to Ofsted, including any changes in the nominated individual or manager	26/09/2022
introduce a key-person system to ensure that all children receive care that is tailored to their individual needs	26/09/2022
update the safeguarding policy to ensure that it is in line with local safeguarding procedures	26/09/2022
improve leaders' knowledge of the role of the local authority designated officer in the management of allegations against staff	26/09/2022
develop and improve staff and leaders' knowledge of the 'Prevent duty guidance for England and Wales 2015'.	26/09/2022

Setting details

Unique reference number	EY317883
Local authority	Sheffield
Inspection number	10229333
Type of provision	Childcare on non-domestic premises
Registers	Early Years Register, Compulsory Childcare Register, Voluntary Childcare Register
Day care type	Out-of-school day care
Age range of children at time of inspection	4 to 11
Total number of places	22
Number of children on roll	70
Name of registered person	Reach Out Child Care Services Limited
Registered person unique reference number	RP904875
Telephone number	0114 2811152
Date of previous inspection	12 October 2016

Information about this early years setting

Reach Out Child Care Services Limited registered in 2006 and is located in the Hillsborough area of Sheffield. The out-of-school club employs 14 members of childcare staff. Of these, nine hold an appropriate childcare qualification at level 3 and above. The club opens from Monday to Friday, term time only. Sessions are from 3pm until 6pm. The club provides care during the school holidays from 8.30am to 6pm. They also operate a Saturday club for children with special educational needs and/or disabilities.

Information about this inspection

Inspector

Samantha Lambert

Inspection activities

- This was the first routine inspection the provider received since the COVID-19 pandemic began. The inspector discussed the impact of the pandemic with the provider and has taken that into account in their evaluation of the provider.
- The inspector viewed the provision and discussed the safety and suitability of the premises.
- The manager and the inspector completed a tour of all areas of the after-school club and discussed the activities on offer for children.
- Children spoke to the inspector about what they enjoy doing while at the after-school club.
- The inspector talked to staff at appropriate times during the inspection, and took account of their views.
- The inspector observed the interactions between staff and children.
- The inspector carried out a joint observation of a creative activity with the manager.
- The inspector spoke to several parents during the inspection and took account of their views.
- The inspector looked at relevant documentation and reviewed evidence of the suitability of staff working in the out-of-school club.

We carried out this inspection under sections 49 and 50 of the Childcare Act 2006 on the quality and standards of provision that is registered on the Early Years Register. The registered person must ensure that this provision complies with the statutory framework for children's learning, development and care, known as the early years foundation stage.

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