

Inspection of Crofters

Croft Centre, 20 Windham Road, RICHMOND, Surrey TW9 2HP

Inspection date:

17 September 2025

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

**This
inspection**

Met

Previous
inspection

Met

Summary of key findings

This provision meets requirements

- Leaders and staff provide an inclusive space, where children with a range of special educational needs and/or disabilities (SEND) have opportunities to play, learn and have fun. There is a broad range of toys, resources and equipment for children to choose from. This enables children to explore their own ideas and to develop new skills and knowledge.
- Leaders are strong advocates for children's voices. They work closely with staff, parents and other professionals, to ensure all children are heard. This includes using sign language and picture cards, to enable children to communicate their preferences and to ask for help when they need it.
- The club has an attractive and welcoming outdoor space, with opportunities for children to be physically active, or to relax and enjoy being in a natural environment. Staff also take children to the adjoining park, which has a range of large apparatus, to challenge and extend children's larger muscle movements.
- Staff plan a variety of outings and special events, to help children experience the awe and wonder of the world. This includes opportunities to go to the cinema and to try out caving and canoeing. Leaders describe how this inspires children's curiosity and helps them to feel part of the local and wider community.
- Leaders describe children's emotional well-being as a priority. They support children to feel safe and secure when they join the provision. This includes careful selection of the key person, who work one-to-one with children. Leaders and staff involve children in these decisions as much as possible, to help them form strong and trusting bonds.
- There are regular checks on the environment and equipment, to help ensure that these are safe. Staff are trained to recognise the safeguarding issues that may affect children attending the club. They supervise children closely and follow the provider's procedures, to minimise any risks to children's safety and well-being.
- Leaders recognise the importance of effective partnerships with parents. They gather relevant information, to ensure they understand how to meet children's individual needs. Staff share information with parents about their children's time at the club, including the activities they have enjoyed and any special achievements.
- Leaders are committed to their roles and have high expectations for the quality of the provision. They provide effective supervision and training, to foster staff's well-being and professional development. Leaders describe a culture of self-reflection and improvement, to help embed the setting's ethos and inspire staff to progress in their work with children.
- Staff get to know children well and foster strong and caring attachments, which help the children feel safe and happy. They use their knowledge of what children enjoy to plan activities that cater for children's individual interests. Staff use a range of strategies and offer explanations to support children to understand what type of behaviour is expected.

There were no children in the early years age range present when this inspection took place. The findings in this report are based on evidence gathered from discussions with those who care for the children and an inspection of the premises, equipment and relevant documentation. Where there are no early years children present, no judgement is made on the quality of the early years provision as there is no reliable evidence on which to assess its impact on children. The report states whether the provider continues to meet the requirements of registration.

Setting details

Unique reference number	509705
Local authority	Richmond Upon Thames
Inspection number	10399942
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 17
Total number of places	30
Number of children on roll	84
Name of registered person	London Borough of Richmond Upon Thames
Registered person unique reference number	RP904564
Telephone number	0208 831 6044
Date of previous inspection	24 December 2019

Information about this early years setting

Crofters registered in 2000 and is in the London Borough of Richmond. It provides care for children with special educational needs and/or disabilities (SEND), aged from 4 to 17 years. During term time, the club runs Monday to Thursday from 4pm to 6pm and at weekends from 10am to 4.30pm. The club also offers a playscheme each weekday, from 8am to 7.30pm, during school holidays. The provider employs 65 staff members, all of whom have relevant training. This includes six staff members with childcare qualifications at level 3 to level 5.

Information about this inspection

Inspector

Sarah Crawford

Inspection activities

- The inspector viewed the provision and discussed the safety and suitability of the premises.
- Staff spoke to the inspector during the inspection.
- The inspector spoke to leaders about the leadership and management of the club.
- The inspector looked at relevant documentation and reviewed evidence of the suitability of staff working at the 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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