



Office for Standards
in Education

DAY CARE INSPECTION REPORT

URN EY240394

INSPECTION DETAILS

Inspection Date 29/03/2004
Inspector Name Angela Ramsey

SETTING DETAILS

Day Care Type Full Day Care
Setting Name Little Herons Emergency Childcare Centre
Setting Address 50 Bank Street
London
E14 5NS

REGISTERED PROVIDER DETAILS

Name Fran 'N' Bru 3271662

ORGANISATION DETAILS

Name Fran 'N' Bru
Address 13 Columbus Courtyard
London
E14 4DA

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

Little Herons Emergency Centre opened in March 2003. It operates from a converted retail unit on the ground floor of the Northern Trust building in Canary Wharf in the London Borough of Tower Hamlets.

As well as caring for children full time Little Herons provides emergency child care for children whose parents work in Canary Wharf and whose regular child care arrangements are not available for a short period.

The group cares for a total of 53 children in two separate areas. A total of 26 children are cared for in the emergency part of the centre and 27 in the permanent section.

The group opens five days a week from 08:00 until 18:00, excluding Bank Holidays and the week between Christmas and New Year.

Ten full time members of staff work with children. More than half the staff have early years child care qualifications ranging from NNEB to NVQ level 2 or 3.

There is no outdoor play area but the children attending are able to use the indoor play area at Unicorn Day Nursery, which is a member of the same company.

How good is the Day Care?

Little Herons Emergency Childcare Centre provides good care for children.

The child care centre is well organised with a well qualified staff team that is well deployed. A varied range of safe well maintained toys, play materials and equipment is provided. Written policies and procedures are in place, which promote the efficient running of the centre, however the groups' complaints procedure does not include details of how to approach Ofsted directly. There is a comprehensive behaviour policy and staff have a consistent approach to behaviour management. Good behaviour is praised and encouraged and children behave well.

The centre is clean with good attention given to the prevention of cross infection. The children are well supervised and staff are vigilant about children's safety. There is a consistent daily routine for eating, resting and playing to help children feel secure. The staff have a good understanding of children's dietary requirements and healthy snacks are provided. Children's awareness of others is raised through the

providing of resources, which reflect positive images of culture, ethnicity and gender. However the provision of resources depicting those with specific needs is limited.

Children are able to take part in a varied selection of activities, which contribute towards their development. Activities are planned and evaluated.

Parents are provided with copies of the groups' policies and procedures. Parents are also kept up to date about their child's developmental progress and achievements through talking to staff.

What has improved since the last inspection?

Not applicable.

What is being done well?

- The majority of the staff team hold a recognised child care qualification.
- Groups' of children are organised well which enables children to gain maximum learning opportunities.
- Staff provide a varied selection of good quality play materials, toys and resources appropriate for children's development.
- Positive steps are taken to promote safety within the nursery.
- Effective measures are taken to ensure that children are protected from cross infection and staff are qualified in first aid.
- Comprehensive behaviour management in place, which recognises the need to deal with behavioural issues sensitively.

What needs to be improved?

- The range of resources that depict those with specific needs.
- The inclusion of Ofsted's details in groups' complaints procedure.

Outcome of the inspection

Good

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
9	Ensure that children have an appropriate range of activities and resources that promote those with special needs.
12	Ensure details of the regulator are included in the complaints procedure.

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.