

Complete Child Care Services Ltd Trading as Lollipops

Orchard House, 69 Charlton Road, London, SE3 8TH



Inspection date

6 April 2016

Previous inspection date

17 March 2011

The quality and standards of the early years provision	This inspection:	Good	2
	Previous inspection:	Outstanding	1
Effectiveness of the leadership and management		Good	2
Quality of teaching, learning and assessment		Good	2
Personal development, behaviour and welfare		Good	2
Outcomes for children		Good	2

Summary of key findings for parents

This provision is good

- The management team regularly evaluates and reflects on the provision and the activities it provides. The team includes the views of parents and children to help maintain continuous improvement.
- Staff support children's emotional well-being successfully. Children have good relationships with staff and their key person. There is a challenging and stimulating learning environment. The children enjoy using the wide range of good quality resources and the activities provided.
- Children make good progress. They learn a wide range of skills that prepare them effectively for the next stage in their learning.
- Teaching is strong; for example, staff are skilful in helping children to develop their communication, mathematical and language skills.
- Staff form strong links with parents, agencies, and health professionals. There is a good exchange of information that contributes to children's care and learning needs.

It is not yet outstanding because:

- Staff are not always effective at using what children already know when planning future activities to accelerate their learning.
- The management team has not fully developed routines to check the progress of different groups of children, to identify any gaps in their learning.

What the setting needs to do to improve further

To further improve the quality of the early years provision the provider should:

- sharpen staff's knowledge of how to enable children to consistently make faster rates of progress in their development
- strengthen existing checks on the progress of different groups of children to help plan for their specific learning needs.

Inspection activities

- The inspector observed children as they played and took part in daily routines.
- The inspector spoke with children, staff and the manager at appropriate times during the inspection.
- The inspector looked at children's profiles, planning documentation, evidence of the suitability of staff working in the provision and a wide range of other documents, including policies and procedures.
- The inspector took account of the views of the parents spoken to on the day of the inspection.
- The inspector carried out a joint observation with the manager.

Inspector

Claire Nunn

Inspection findings

Effectiveness of the leadership and management is good

The manager is experienced and well qualified. She effectively monitors the quality of her staff to help her identify strengths and areas for improvement. She has a good attitude to continued professional development and successfully evaluates the training needs for herself and her staff. They generally use their new knowledge well, which has a positive effect on children's learning experiences. The management team uses additional funding well to provide extra support for those children who need it. Safeguarding is effective. The manager and staff have a good understanding of their responsibility to keep children safe. They are confident in the procedures to follow should they have concerns about a child's welfare, including when children do not attend.

Quality of teaching, learning and assessment is good

Teaching is strong. Staff observe and assess individual children's progress competently. They get to know children's abilities, and staff plan stimulating activities that children enjoy. Children freely use a wide range of accessible resources. Staff introduce mathematical language into activities when appropriate, for example, they use words such as 'bigger' and 'smaller' to help children compare the length of worms. Children have good opportunities to learn about the wider world around them, for example, children can choose from a wide range of resources that positively promote other countries and beliefs. Children take part in celebrating different cultural festivals.

Personal development, behaviour and welfare are good

Children are happy and settled. They enjoy positive relationships with all adults. Regular, precise safety assessments ensure that the property is safe for children's use. The nursery promotes healthy lifestyles. For example, children enjoy healthy snacks and meals. They also benefit from activities to support their physical development, including regular access to the garden. Staff give clear messages about how to stay safe, for example, when children should hold onto the handrail when climbing the stairs. Children form positive relationships with others. They behave well and learn the importance of taking turns. Staff in the baby room know the children well and ensure that they meet each child's individual care needs.

Outcomes for children are good

Children are motivated and enthusiastic to learn. All children, including those who are learning English as an additional language and those who have special educational needs, make good progress, given what they already know. They are prepared well to move on to school. For example, they form good relationships with others, enjoy practising and using their early writing and mathematical skills. They listen carefully to stories.

Setting details

Unique reference number	509607
Local authority	Greenwich
Inspection number	972360
Type of provision	Full-time provision
Day care type	Childcare - Non-Domestic
Registers	Early Years Register, Compulsory Childcare Register, Voluntary Childcare Register
Age range of children	0 - 4
Total number of places	32
Number of children on roll	62
Name of provider	Complete ChildCare Services Ltd
Date of previous inspection	17 March 2011
Telephone number	0208 305 2014

Lollipops Orchard House Nursery opened in 1992 and is part of the Lollipops Complete Child Care Services chain. Orchard House operates from a three-storey house in Charlton, in the London Borough of Greenwich. The nursery opens on Monday to Friday for 51 weeks of the year, except bank holidays. It operates from 7.45am to 6.15pm. There are currently 62 children on roll. Children attend a variety of full-time and part-time sessions. The nursery receives funding to provide free early education for children aged two, three and four years. There are eight members of staff who work with the children, all of whom have appropriate childcare qualifications. This includes the manager who has a foundation degree.

This inspection was carried out by Ofsted 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.

Any complaints about the inspection or the report should be made following the procedures set out in the guidance 'Complaints procedure: raising concerns and making complaints about Ofsted', which is available from Ofsted's website: www.gov.uk/government/organisations/ofsted. If you would like Ofsted to send you a copy of the guidance, please telephone 0300 123 4234, or email enquiries@ofsted.gov.uk.

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory Support Service (Cafcass), schools, colleges, initial teacher training, work-based learning and skills training, adult and community learning, and education and training in prisons and other secure establishments. It assesses council children's services, and inspects services for looked after children, safeguarding and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 4234, or email enquiries@ofsted.gov.uk.

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit www.nationalarchives.gov.uk/doc/open-government-licence/, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

This publication is available at www.ofsted.gov.uk/resources/120354.

Interested in our work? You can subscribe to our website for news, information and updates at www.ofsted.gov.uk/user.

Piccadilly Gate
Store St
Manchester
M1 2WD

T: 0300 123 4234
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: www.gov.uk/government/organisations/ofsted

© Crown copyright 2015

