

# The Family Haven

31 Spa Road, Gloucester, GL1 1UY



<b>Inspection date</b>	7 February 2017
Previous inspection date	28 July 2014

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

## Summary of key findings for parents

### This provision is outstanding

- The manager monitors children's learning and makes excellent reflections on practice and provision. She ensures staff, children and parents are involved at all times. For example, they helped design the new outside play area to make sure it met the needs and interests of children exceptionally well.
- Staff make accurate assessments of children's development and include all those involved in their care and teaching. They plan highly engaging activities and experiences tailored to children's individual needs. Children make outstanding progress.
- The manager rigorously monitors staff. She focuses professional development to achieve higher quality teaching and develop the already superb skills of staff. For example, recent training on mathematics for young children has dramatically improved the quality of activities and experiences for children. Children have made significant progress in their learning.
- Partnership with parents is outstanding. Children and families receive individualised support from dedicated key persons. Children benefit from consistent approaches that support learning and moves to other settings and school extremely well.
- The manager and staff are vigilant about keeping children safe. Staff react rapidly to support vulnerable children and those who have special educational needs and/or disabilities. Children are listened to and feel very safe.

## What the setting needs to do to improve further

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

- build on the children's use of technology to support further their skills and understanding, and enhance their all-round learning.

### Inspection activities

- The inspector observed the quality of teaching inside and outside.
- The inspector took into account the views of parents spoken to at the inspection.
- The inspector carried out a joint evaluation of children's learning with the manager.
- The inspector spoke with the staff and children at appropriate times during the inspection and held a meeting with the manager.
- The inspector sampled paperwork, including policies and procedures, safeguarding paperwork, self-evaluation including external quality assurance scheme evidence, risk assessments and children's records.

### Inspector

Anita McKelvey

## Inspection findings

### Effectiveness of the leadership and management is outstanding

The manager is dedicated to providing high-quality care and education for all the children in the setting. For example, she has made changes to the way staff plan for children's development, to help parents understand better the way children learn, to help them continue the learning at home. The manager reflects on practice effectively; she recognises that staff miss opportunities for children to use and explore different technologies. Arrangements for safeguarding are effective. All staff know what may make a child vulnerable and how to act on concerns about a child's welfare. They are extremely confident about how to protect children, minimise risks and keep children safe.

### Quality of teaching, learning and assessment is outstanding

Meticulous planning ensures staff meet children's interests extremely well. Children thoroughly enjoyed filling large buckets with sand. Staff helped them to develop their thinking and solve problems highly successfully, for example, as children worked out how to manoeuvre the heavy buckets to create sandcastles. Staff enhance children's interests in early reading very well. For example, they used pages from a book and toy characters to engage younger children in re-telling a story about a favourite elephant. Staff inspire children to experiment and try out their ideas. For example, they encouraged children to explore how pouring different volumes of water down the log flume made sticks and objects move faster or slower.

### Personal development, behaviour and welfare are outstanding

Highly sensitive interventions by staff support children to manage feelings and behave extremely well. Staff talk calmly with children and help them to share and take turns. The manager and staff ensure children develop high levels of confidence in social situations. For example, key persons liaise with parents and share suggestions to support children's development through home-learning packs. In addition, they support parents at meetings about their children with other settings and professionals, which helps children cope well with changes. Children are prepared extremely well for moving on in their learning.

### Outcomes for children are outstanding

Children are highly motivated to join in with activities. They show extremely high levels of cooperation and respect for others. For example, at mealtimes, older children helped younger ones to put on aprons, serve their food and pour drinks. Children show high levels of concentration and determination. For example, children persevered until they turned on the outside tap to collect water in jugs. Children are extremely confident in their physical abilities. For example, they walked confidently over uneven pebbles to collect the stick they wanted.

## Setting details

<b>Unique reference number</b>	101760
<b>Local authority</b>	Gloucestershire
<b>Inspection number</b>	1070028
<b>Type of provision</b>	Full-time provision
<b>Day care type</b>	Childcare - Non-Domestic
<b>Registers</b>	Early Years Register, Compulsory Childcare Register, Voluntary Childcare Register
<b>Age range of children</b>	0 - 8
<b>Total number of places</b>	23
<b>Number of children on roll</b>	48
<b>Name of registered person</b>	The Family Haven
<b>Registered person unique reference number</b>	RP910367
<b>Date of previous inspection</b>	28 July 2014
<b>Telephone number</b>	01452 422971

The Family Haven opened in 1988 and registered in 1997. It operates from a semi-detached house in the centre of Gloucester. The day nursery is open from 10am to 1pm on Monday and from 10am to 3.30pm on Tuesday to Friday, all year round. The centre employs a six full-time staff to work directly with the children. All staff have relevant childcare qualifications. One member of staff holds early years professional status.

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