

Treetops Biggleswade

The Saxon Centre, Kingsfield Road, Biggleswade, Bedfordshire, SG18 8AT



Inspection date

28 February 2017

Previous inspection date

14 January 2014

The quality and standards of the early years provision	This inspection:	Inadequate	4
	Previous inspection:	Good	2
Effectiveness of the leadership and management		Inadequate	4
Quality of teaching, learning and assessment		Inadequate	4
Personal development, behaviour and welfare		Inadequate	4
Outcomes for children		Inadequate	4

Summary of key findings for parents

This provision is inadequate

- Children's safety is compromised. There is insufficient attention given to the security of the premises to prevent unauthorised access.
- Staff do not provide appropriate first-aid treatment swiftly in the event of a child having an accident, with particular regard to head bumps.
- Staff do not record accidents promptly to ensure that all details are correctly shared with parents.
- The provider does not maintain an accurate record of children's hours of attendance in all base rooms. This has a negative impact on children's safety in the event of an emergency evacuation.
- The quality of teaching is poor and staff practice is not sufficiently monitored. Staff do not adapt the activities and experiences they provide to suit the age and stage of children taking part.
- The key-person system is not used effectively to ensure that children's care is fully tailored to meet their individual needs. There is a lack of effective communication between parents and key persons.
- The supervision of children is not effective in ensuring that children are within sight and hearing at all times.

It has the following strengths

- Staff are aware of the procedures to follow and the professionals to contact if they have concerns that relate to child protection.
- Children develop their physical skills in the fresh air as they exercise outside on a daily basis. The outside areas are stimulating and well resourced.
- Staff respond well to children, providing cuddles and comfort when needed.

What the setting needs to do to improve further

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

	Due Date
■ improve security in the nursery and take all necessary steps to prevent unauthorised entry to the premises	01/04/2017
■ provide appropriate first-aid treatment in the event of any accidents or injuries to children	01/04/2017
■ ensure that details of all accidents, injuries and the first-aid treatment given are recorded promptly and accurately and that parents and/or carers are informed of any accident or injury sustained by the child as soon as reasonably possible	01/04/2017
■ ensure that a daily record of the names of the children being cared for on the premises and their hours of attendance is maintained	01/04/2017
■ ensure that the monitoring of staff's practice, as part of performance management, effectively supports them to improve their personal effectiveness and deliver good quality teaching	01/04/2017
■ assess the individual needs, interests and stage of development of each child and use this information to plan appropriate, challenging and enjoyable experiences for all children	01/04/2017
■ ensure that the key-person system is effective in meeting children's individual needs, and engage parents in their children's learning and development so that parents know what their children are learning and how they can help them to improve	01/04/2017
■ ensure that children are adequately supervised at all times.	01/04/2017

Inspection activities

- This inspection was carried out as a result of a risk assessment, following information Ofsted received about this provider.
- The inspectors held a meeting with the nursery manager, area manager and head of childcare. They looked at relevant documentation and saw evidence of the suitability of staff working at the nursery.
- The lead inspector completed two joint observations with one of the nursery managers.
- The inspectors observed the quality of teaching during activities indoors and outdoors, and assessed the impact this has on children's learning.
- The inspectors spoke with a number of parents during the inspection and took account of their views. The inspectors also spoke with staff and children during the inspection.

Inspector

Jo Rowley and Michelle Baldock

Inspection findings

Effectiveness of the leadership and management is inadequate

The arrangements for safeguarding are ineffective. On the day of the inspection, one of the inspectors was able to enter the nursery without being challenged. She was on site for several minutes before being able to announce her arrival to a member of staff. This demonstrates poor security and an increased risk of entry to the premises by unauthorised persons. In addition, during a review of the attendance registers, the number of children recorded did not reflect the actual number of children present. There is a wide range of written policies and procedures, including a complaints procedure, to support the running of the nursery. Following some staff and management changes, the company's head office has provided the nursery with an interim manager, who is known to staff and parents, while recruiting for a permanent manager. However, staff practice is not effectively monitored, despite there being additional supervision and appraisal meetings carried out with the interim manager. The management team provides different methods of communicating with parents, which include newsletters and electronic messages. However, some parents spoken to during the inspection expressed concerns about a lack of communication with staff and management. Recruitment and induction procedures are suitable. Staff hold the required checks to ensure that they are suitable to work with children.

Quality of teaching, learning and assessment is inadequate

Staff do not provide children with challenging and stimulating activities that are appropriate for their age and stage of development. Therefore, children do not make sufficient progress. Staff complete monthly observations, identify next steps and plan activities on a regular basis. However, staff expectations are not appropriate and some staff have a poor understanding of the age group they are planning for. For example, an adult-led activity planned for children to explore a range of textures includes expectations of language too challenging for the children aged between one and two years. In the toddler room, children create paintings using toy dinosaurs. Their creativity is hindered when staff tell children when they have used enough paint and there is little discussion or challenge in what they are doing. On the day of the inspection, a group of pre-school children took part in a listening walk. However, staff focused more on what children could see, rather than what they could hear. Children are engaged in outdoor play and are confident to climb and explore a wide range of different sized equipment.

Personal development, behaviour and welfare are inadequate

The supervision of children is not consistently undertaken. On occasion, children are able to access a passage between two adjoining rooms unaccompanied and are out of staff's sight or hearing for several moments before this is noticed. Accidents are not dealt with effectively. For example, when children sustain a head bump, appropriate treatment is not given and details are not recorded in order for staff to share this information with parents. This compromises children's safety and well-being. The key-person system is not effective in promoting the sharing of information between parents and staff. Parents are not encouraged to engage in their children's learning in order for them to extend this at home. Some risk assessments are carried out and these are reviewed and updated as necessary.

In addition to this, an opening and a closing checklist is completed by staff and the nursery health and safety officers carry out additional checks. The management team has implemented new kitchen procedures and employed new kitchen staff. Children's dietary requirements and specific individual needs are shared with all staff and displayed in each room for all staff to see. The cook is informed each day of the different meals required and children with specific allergies are supported by staff during mealtimes. Children's behaviour is appropriately managed. Staff are consistent in their approach and follow the nursery's behaviour management procedures.

Outcomes for children are inadequate

Overall, children, including those who speak English as an additional language, are not supported well enough to make sufficient progress given their starting points. However, children do gain some skills that are important for when they start school. For example, children in the pre-school room practise their mark making as they begin to write letters they identify from a range of words in story books.

Setting details

Unique reference number	EY239643
Local authority	Central Bedfordshire
Inspection number	1085340
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 - 10
Total number of places	112
Number of children on roll	207
Name of registered person	Treetops Nurseries Limited
Registered person unique reference number	RP900833
Date of previous inspection	14 January 2014
Telephone number	01767 313139

Treetops Biggleswade was registered in 2002. The nursery employs 27 members of childcare staff. Of these, 15 hold appropriate early years qualifications at level 2 and above. The nursery opens from Monday to Friday all year round. Sessions are from 7am until 6pm. The nursery provides funded early education for two-, three- and four-year-old children.

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.

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