

Inspection date

1 August 2017

Previous inspection date

20 November 2013

The quality and standards of the early years provision	This inspection:	Good	2
	Previous inspection:	Good	2
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

- Managers ensure staff supervise children effectively throughout the day. They carefully risk assess the premises and deploy staff well. Staff reduce and remove any hazards to children, keeping them safe and secure at all times.
- Managers evaluate staff practice and the provision well. They monitor children's achievements closely to track their progress. This enables them to monitor the quality of teaching and target support and mentoring for staff.
- Staff's observations and assessments of children, and information from parents, are used well to help identify effective next steps in children's learning and help them make good progress.
- Partnerships with parents and other professionals are good. Collaborative working effectively supports children who require additional help to make good improvements from their individual starting points.
- The key-person system is effective. Staff support their key children's emotional well-being effectively and help them form strong bonds.

It is not yet outstanding because:

- There is some inconsistency in the quality of support staff offer to encourage younger children's speaking skills.
- At times, staff miss opportunities to help older children develop a greater level of engagement to extend their learning, particularly during changes of routines.

What the setting needs to do to improve further

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

- provide more consistency in the way younger children are supported to speak, to help extend their communication and language abilities even further
- review and improve the organisation of some elements of the daily routine to help older children to engage more and extend their learning even further.

Inspection activities

- The inspector observed the quality of teaching during activities and assessed the impact this has on children's learning.
- The inspector spoke to staff and the manager to help determine their knowledge of the requirements of their roles.
- The inspector looked at a range of documentation, including evidence of staff suitability, qualifications and records of children's progress.
- The inspector carried out a joint observation with the manager.
- The inspector spoke to some parents on the day of the inspection and took account of their views.

Inspector

Marvet Gayle

Inspection findings

Effectiveness of the leadership and management is good

Managers have a strong understanding of their safeguarding policy and procedures, which are up to date and in line with requirements. Staff regularly attend safeguarding training and have a good knowledge of the procedures to follow if they have any concerns for a child's welfare. Recruitment procedures are effective and staff are well qualified and have required checks to ensure their suitability. The environment is safe. Managers and staff are vigilant and effectively identify potential risks. These are addressed quickly to help minimise possible hazards to the safety of children. Safeguarding is effective. Managers drive consistent improvement. They provide effective support to staff and discuss their roles and children's progress to help identify training needs and continually improve outcomes for children. Managers and staff regularly monitor the progress of individual and groups of children. They identify any gaps in children's learning and address these quickly. Parents are very satisfied with the level of staff support.

Quality of teaching, learning and assessment is good

Staff are well qualified and use their knowledge effectively to understand children's interests. For example, they provide easy access for children who are keen to be outside and take part in a wide range of exciting learning experiences. Staff provides enjoyable opportunities for older children to tell and act out favourite stories outside with their friends. They help all children to develop good listening and attention skills. Staff provide good opportunities for children to explore textures. For example, babies play with bubbles and sand, while older children investigate mud to extend their understanding of the world. Staff provide many opportunities for children to develop their early writing skills.

Personal development, behaviour and welfare are good

Staff are attentive and help children to feel comfortable and settle quickly. They provide an interesting environment to encourage children to make independent choices. Staff are constantly close by and provide effective supervision to ensure children are safe. They support children's emotional well-being effectively. For example, they listen to children and give cuddles when needed. Staff help children learn to be tolerant, to show care and respect for others and to understand behavioural expectations. Children's behaviour is good. Staff plan activities that contribute to children's good health and physical well-being. For example, all children benefit from opportunities to be active.

Outcomes for children are good

Children are confident, Older children readily ask staff for help. They learn to count and enjoy using everyday technology well. For instance, they know how to operate electronic toys. Children develop good imaginations, for example, they play with mud and make cakes. Younger children develop their physical skills very well. They learn to run and climb with support. All children learn a good range of skills that prepares them well for the future and starting school.

Setting details

Unique reference number	EY239558
Local authority	Greenwich
Inspection number	1061671
Type of provision	Full-time provision
Day care type	Childcare - Non-Domestic
Registers	Early Years Register
Age range of children	1 - 4
Total number of places	42
Number of children on roll	56
Name of registered person	Complete Child Care Services Ltd
Registered person unique reference number	RP520819
Date of previous inspection	20 November 2013
Telephone number	0208 859 5832

Lollipops registered in 2002. It is located in New Eltham in the London Borough of Greenwich. The nursery on Monday to Friday, all year round, and children can attend on a part- or full-time basis. The nursery opens from 7.45am to 6.15pm. There are 11 staff working with the children, nine of whom hold relevant early years qualifications from level 2 to level 6. The nursery is in receipt of funding to provide free early education for children aged two, three and four years.

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