

Hartes of Henley

The Pavillion, Meadows Road, Henley-on-Thames RG9 1BF



Inspection date	7 August 2018
Previous inspection date	30 August 2017

The quality and standards of the early years provision	This inspection:	Requires improvement	3
	Previous inspection:	Outstanding	1
Effectiveness of leadership and management		Requires improvement	3
Quality of teaching, learning and assessment		Requires improvement	3
Personal development, behaviour and welfare		Requires improvement	3
Outcomes for children		Requires improvement	3

Summary of key findings for parents

This is a provision that requires improvement

- The provider does not ensure that all staff, including those new to the setting, feel well supported and receive coaching and training to improve their personal effectiveness.
- Staff do not manage children's behaviour consistently well to help children learn right from wrong and how their actions affect others.
- At times, staff do not encourage children to become fully involved in activities and this has a negative impact on their learning.

It has the following strengths

- Babies and younger toddlers benefit from some positive interaction from staff who make use of sign language to support children's developing communication and language skills.
- Partnerships with parents are good. For example, parents have a good amount of information available to them about what activities are planned and staff give regular feedback to parents on how their children have been during the day.
- Staff provide a clean and well-maintained play and learning environment.
- The management team implements robust recruitment procedures. It carries out the required checks for new staff and regularly reviews all staff's ongoing suitability to work with children.

What the setting needs to do to improve further

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

	Due date
ensure all staff feel well supported through effective supervision and coaching to help them improve their personal effectiveness	07/09/2018
ensure staff manage children's behaviour appropriately to help them learn right from wrong and the affect their actions have on others.	07/09/2018

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

- improve staff's practice so that all children benefit from good interaction and purposeful play, so that they have good opportunities to participate and be involved.

Inspection activities

- The inspector observed activities available to children.
- The inspector observed interactions between children and staff.
- The inspector asked staff questions about their work and observed their practice with the manager.
- The inspector talked to parents about their views and opinions of the setting.
- The inspector sampled documentation, such the policies and procedures, the accident record and daily register.

Inspector

Tracy Bartholomew

Inspection findings

Effectiveness of leadership and management requires improvement

The setting has had several changes to staff since the last inspection. Although the management team has a secure understanding of its responsibilities, it does not ensure that all staff have had sufficient coaching and supervision to feel well supported and improve their practice. Therefore, the quality of staff's interactions with children, planning of activities, and the management of older children's behaviour varies. Safeguarding is effective. Staff have a suitable understanding of child protection issues. Staff have opportunities for team meetings and training to develop some of their skills, such as training on food hygiene. Partnerships with other professionals are positive and parents comment favourably of the staff and activities available.

Quality of teaching, learning and assessment requires improvement

Children are at ease in the setting. During the holiday club, staff plan activities they think children will enjoy. Term-time, staff report that they plan activities to promote all areas of learning. Planned holiday activities appeal to some children. Babies and younger toddlers have positive play experiences. For instance, they enjoy playing with foam and building with magnetic columns. The quality of support children receive from staff varies. Not all staff give children enough encouragement to do things for themselves, for example, when making cookies. Some staff tend to over direct the activities for the children and at times children move from one activity to another with very little interaction or communication from staff.

Personal development, behaviour and welfare require improvement

Staff provide a welcoming setting for the children. Staff caring for babies provide reassurance and are sensitive to their individual needs. However, not all staff manage children's behaviour effectively. For example, some children in older age groups throw toys repeatedly and snatch toys from others, and staff do not correct or manage their actions accordingly. Despite this, some staff offer praise and encouragement when children tidy away, which helps to promote their self-esteem. Suitable procedures are in place for recording accidents and injuries. Staff support children's physical skills well. For example, children like to play on the secure balcony in the fresh air and staff support young children to find out about healthy eating.

Outcomes for children require improvement

The experiences children have in this setting vary. Babies receive good support and enjoy exploring the environment and toys. Children are generally content and engage in the activities on offer but, particularly during holiday periods, their learning is not promoted well. The activities planned take insufficient account of children's abilities and interests and some children become bored and their behaviour deteriorates. Children develop some of the skills they will need to support their future learning.

Setting details

Unique reference number	EY438023
Local authority	Oxfordshire
Inspection number	10057542
Type of provision	Full day care
Registers	Early Years Register, Compulsory Childcare Register, Voluntary Childcare Register
Day care type	
Age range of children	0 - 8
Total number of places	49
Number of children on roll	45
Name of registered person	Mill Meadows Childcare Limited
Registered person unique reference number	RP902521
Date of previous inspection	30 August 2017
Telephone number	01491577423

Hartes of Henley registered in 2011. The nursery provision is open from 8.30am to 6pm on Monday to Friday, during term time only. The out-of-school club provision opens from 3pm to 6pm on Monday to Friday, during term time only. The setting runs a holiday club during the school holidays. The holiday club days and opening times vary. The setting employs 13 members of staff. Of these, one holds an appropriate early years qualifications at level 2, seven at level 3 and one has qualified teacher status.

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.ofsted.gov.uk. 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 and Support Service (Cafcass), schools, colleges, initial teacher training, further education and skills, 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 1231, 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 monthly newsletter for more information and updates: www.ofsted.gov.uk/user.

Piccadilly Gate
Store Street
Manchester
M1 2WD

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

