

Bright Horizons Heron Quays Day Nursery & Preschool

20 Landmark Building, Marsh Wall, London E14 9AB



Inspection date	25 April 2019
Previous inspection date	6 November 2018

The quality and standards of the early years provision	This inspection:	Inadequate	4
	Previous inspection:	Inadequate	4
Effectiveness of 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

- Staff do not make effective use of observations to assess children's progress accurately. Planning is poor, particularly for younger children, and is not focused on their individual needs. Consequently, gaps in their learning are not addressed effectively and they are not prepared well for next stages in their learning.
- The management team does not plan and provide targeted support for individual staff to improve their personal effectiveness and to deliver the learning programme competently.
- The key-person system is not effective to promote two-way communication with all parents and to support them to guide their children's development at home. Children's individual needs are not met effectively.
- Staff do not use their knowledge and skills effectively to manage children's behaviour appropriately and to minimise disruptions to children's play and learning. Self-evaluation is ineffective and improvement action is insufficient to address all breaches of legal requirements.
- Partnerships with professionals are not strong enough. The management team has not fully developed processes to support a shared approach to children's learning and development.

It has the following strengths

- Staff support older children effectively to help them build on their creativity. For example, children learn to use their imagination to build structures with construction materials.

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 that observation, assessment and planning are tailored to meet the needs of individual children, identify areas in which they need further support and address any gaps in their learning	25/05/2019
ensure that reviews of staff performance are used effectively to plan and provide targeted support for individual staff, to improve their personal effectiveness and to deliver the learning programme competently	25/05/2019
ensure that the key-person system is effective to promote two-way communication with all parents and to support them to guide their children's development at home, so children benefit from continuity in their experiences	25/05/2019
ensure that staff use their knowledge and skills effectively to manage children's behaviour appropriately and to minimise disruptions to their play and learning.	25/05/2019

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

- ensure self-evaluation is effective to address all weaknesses and breaches to legal requirements
- strengthen processes to support a shared approach to children's learning, including effective partnerships with professionals.

Inspection activities

- The inspectors observed the children and how staff interacted with them.
- The inspectors viewed a sample of documents, including children's learning records.
- The inspectors took account of the views of parents, staff and children.
- The inspectors held discussions with the managers at appropriate times.
- The inspectors observed activities jointly with the manager and assessed how they review staff performance.

Inspectors

Geetha Ramesh
Rubina Nijabat

Inspection findings

Effectiveness of leadership and management is inadequate

The management team does not provide adequate support and guidance for individual staff to help them improve their personal effectiveness. Training is ineffective. For instance, staff have had training to assess and plan for children's learning, but not all staff put their knowledge and skills to practice. Inconsistencies in the quality of teaching have not been addressed effectively since the previous inspection. These repeated weaknesses have a significant impact on children's learning experiences. The manager monitors the progress of individual and groups of children, but this is not precise as it is informed by assessments that are inaccurate. Consequently, the team does not identify and address gaps in children's learning effectively. The new manager has taken some steps to improve staff knowledge of safeguarding. Staff understand what action to take in the event of an allegation. They understand their responsibility to record and refer any concerns relating to existing injuries. The management team and staff understand their responsibilities to protect children in their care. They understand the procedures to follow with relation to infectious illnesses. Safeguarding is effective. The manager establishes effective links with other settings, such as schools, to help support a smooth transfer for children.

Quality of teaching, learning and assessment is inadequate

Staff do not plan effectively for children who need extra support to catch up with others. Although they maintain a record of information shared with professionals, they do not use this effectively to plan focused activities that help to improve individual children's learning. They complete progress checks for children aged two years, but these are not precise. Although parents express the view that their children enjoy some activities, such as story time, they state that staff sometimes struggle to engage the children effectively. Staff provide opportunities for older children to build on their understanding of the world, for instance they help them learn to care for plants. Staff encourage children to try new experiences such as climbing a mound and coming down a slide. This helps children to extend their physical skills. Staff provide opportunities for babies to explore different materials, such as sand, water and paint. Children build on their creativity.

Personal development, behaviour and welfare are inadequate

Key persons do not share information effectively with all parents or guide them effectively to meet the behavioural needs of individual children. They are not competent in developing focused and consistent plans to support children's understanding of right and wrong and why certain behaviours are unacceptable. Continued weaknesses in staff skills with relation to behaviour management mean that children, particularly babies and toddlers, do not have consistent opportunities to build on their social and emotional skills. Nevertheless, the new manager guides staff effectively to be gentle in their interactions with children. Staff encourage children's independence. For instance, toddlers learn to pour their drink into the cup. They help children learn hygiene practices, such as washing hands before meal and snack and times. Staff praise children for their efforts. This helps them to build confidence and self-esteem.

Outcomes for children are inadequate

Some groups of children, such as toddlers who have speech and language difficulties, do not thrive in their communication and language development as their needs are not met effectively. Children are not consistently motivated to engage in meaningful activity. When they are bored they exhibit behaviour that results in a noisy and chaotic environment. This disrupts their learning. Older children develop some skills that help to prepare them for school. For instance, they learn to count and to read and write. These activities help to support their early mathematical and reading skills.

Setting details

Unique reference number	EY496360
Local authority	Tower Hamlets
Inspection number	10089270
Type of provision	Childcare on non-domestic premises
Registers	Early Years Register, Compulsory Childcare Register
Day care type	Full day care
Age range of children	0 - 4
Total number of places	165
Number of children on roll	101
Name of registered person	Bright Horizons Family Solutions Limited
Registered person unique reference number	RP901358
Date of previous inspection	6 November 2018
Telephone number	020 33060758

Bright Horizons Heron Quays Day Nursery & Preschool registered in 2015 and is situated in Canary Wharf, in the London Borough of Tower Hamlets. The nursery opens Monday to Friday from 7.30am to 6.30pm for 51 weeks of the year. It receives funding for free early education for children aged three and four years. A total of 77 staff work with the children, 50 of whom hold relevant professional qualifications ranging from level 2 to level 6.

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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