

Inspection of Little Echoes Day Nursery

Community Centre, Whitmoor Road, Bagshot, Surrey GU19 5QE

Inspection date: 26 November 2019

Overall effectiveness	Inadequate
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The quality of education

Good

Behaviour and attitudes

Good

Personal development

Good

Leadership and management

Inadequate

Overall effectiveness at previous
inspection

Outstanding

What is it like to attend this early years setting?

The provision is inadequate

The children's safety and welfare are compromised. This is because the manager and designated safeguarding lead have not ensured that staff have received adequate training on wider safeguarding issues. As a result, staff's knowledge on these issues is poor. When concerns about children's welfare have been raised, the correct safeguarding procedures have not been followed. This means children are not safeguarded effectively or protected from potential harm.

Children behave well. They are familiar with the daily routines and the behavioural expectations. For example, during group story time, the children listen attentively, ask questions and recall missing phrases when invited. The youngest children excitedly join in with tidy-up time and welcome praise and encouragement from the staff.

The staff provide children with a variety of different learning resources which engage their interests. Children confidently decide what they want to play with and share with each other very well. For instance, children share and build construction together, talking about what they are making. Children feel relaxed and at ease while at the nursery.

What does the early years setting do well and what does it need to do better?

- The manager has not fulfilled her statutory duties in relation to safeguarding. She has not been monitoring or supporting the staff to ensure their knowledge is robust and up to date. This also includes supporting staff with given roles, such as the designated safeguarding lead. This means the safeguarding lead has not been able to train staff appropriately and ensure their knowledge around safeguarding is effective.
- The manager and designated safeguarding lead have not followed correct procedures to safeguard children. They have failed to seek support or make referrals in relation to all significant concerns raised about children's welfare. This is a breach of the requirements of the early years foundation stage.
- The manager is not aware of all the requirements of the early years foundation stage. As a result, they have failed to implement supervision sessions for staff. This means staff have not had the opportunity to have one-to-one meetings to discuss confidential and sensitive issues. When asked, the staff were unsure or unaware of what supervision was and its purpose. When concerns about a child have been raised, the manager and designated safeguarding lead have not spoken to other staff to see if they also had concerns. Effective supervision has not been used to facilitate these opportunities.
- Staff have developed a good curriculum to support children's learning and development. Staff follow the children's interests and carefully plan activities

that will support their next stages in learning. Children are therefore progressing well. Staff create a calm and relaxing environment where the children eagerly engage in exciting activities that capture their curiosity.

- Children have plenty of opportunities to be independent at the nursery and make their own choices. They choose their own snack and older children serve some of their food during mealtimes. Younger children enjoy selecting different soft toys from a sack that represent particular songs that they wish to sing. During hygiene routines the staff encourage children's independence and children confidently wash their own hands.
- Children have access to different experiences at the nursery. For instance, they have an inviting sensory room which is full of mesmerising lights and textures. The manager also organises visits from mobile farms and zoos which give the children first-hand experiences of handling different animals and exotic reptiles.
- Parents are happy with how their children are developing and progressing at the nursery. They compliment the good communication from the staff and enjoy reading regular reports and updates. Parents describe the staff as 'caring', 'friendly' and 'approachable'.
- Children have daily access to different exciting outdoor environments, where they can develop their physical abilities. There is also a large indoor area that is used as an indoor garden for the youngest children. They enjoy playing ball games and exploring equipment to climb and balance on.
- To support children in their development, the nursery has an effective key-person system in place. Children have good attachments with the staff and seek them out for comfort and support. Even new children are settling quickly due to the attentiveness of the staff.
- The knowledgeable special educational needs coordinator supports children with additional needs very well. She implements effective targets and strategies to support those children further, ensuring she shares this information with staff, parents and other professionals. These children are therefore making good progress, ready for their next stages in learning.

Safeguarding

The arrangements for safeguarding are not effective.

Staff have not been given adequate training on wider safeguarding issues, such as radicalisation and female genital mutilation. Therefore staff do not have secure knowledge on how to keep children safe or understand all of the potential indicators of harm. The manager and designated safeguarding lead do not follow correct safeguarding procedures when concerns are raised about a child. However, the manager does ensure that all staff have Disclosure and Barring Service checks in place and she continues to check their ongoing suitability.

What does the setting need to do to improve?

The provision is inadequate and Ofsted intends to take enforcement action.

We will issue a Welfare Requirements Notice requiring the provider to:

	Due date
implement an effective supervision system to ensure staff have the opportunity to discuss confidential and sensitive issues	17/12/2019
ensure all staff have secure knowledge of wider safeguarding issues, such as female genital mutilation and the 'Prevent' duty	17/12/2019
promptly follow the correct safeguarding procedures when concerns are raised about children's welfare	17/12/2019
support the designated safeguarding lead to fully understand their role and responsibilities in ensuring effective safeguarding practice, including when to seek advice and make referrals.	17/12/2019

Setting details

Unique reference number	EY440447
Local authority	Surrey
Inspection number	10108805
Type of provision	Childcare on non-domestic premises
Registers	Early Years Register
Day care type	Full day care
Age range of children	0 to 4
Total number of places	65
Number of children on roll	70
Name of registered person	Little Echoes Day Nursery Ltd
Registered person unique reference number	RP531290
Telephone number	01276 453113
Date of previous inspection	16 March 2015

Information about this early years setting

Little Echoes Day Nursery registered in 2011 and is located in Bagshot, Surrey. It is open each weekday from 8am to 6pm for 51 weeks of the year. The nursery is in receipt of funding for the provision of free early education for children aged two, three and four. There are 18 staff who work with the children, 17 of whom hold relevant qualifications at level 3 or above. This includes one member of staff who holds an early years professional status. The nursery also employs a chef and an administrator.

Information about this inspection

Inspector

Jamie Smith

Inspection activities

- The inspector and manager conducted a learning walk across all areas of the nursery, to understand how the early years provision and the curriculum are organised.
- The manager and inspector carried out a joint observation together.
- The inspector held discussions with staff, children and parents at appropriate times throughout the inspection.
- The inspector sampled some of the nursery's documents. This included evidence about safeguarding and staff's training.
- The inspector tracked the experiences of three children at the nursery.
- The manager of the nursery and the inspector held a meeting.

We carried out this inspection 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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