

Appendix C - Queens Cross Nursery Ltd. - Improvement plan following inspection – February 2025

Area for improvement 1 (ES)	Action required & stakeholders involved	Timescale	Desired outcomes for children	Evidence and confirmed completion	RAG Rating
<p>The manager and practitioners should access relevant training to ensure they understand fully their roles and responsibilities in relation to safeguarding children.</p>	<p>-Managers with lead responsibilities for child protection should have enhanced professional learning in order to equip them with carry out their role effectively. This includes a full understanding of 'PREVENT' and designated responsibility to ensure this is fully implemented.</p> <p>-Managers should ensure that training provided by the local authority following the initial inspection is repeated as a 'refresher' in context on an annual basis, in line with local authority guidance.</p>	<p>April 2025</p>	<p>Children will be fully protected from harm, by knowledgeable staff who are able to carry out Child Protection processes confidently. Any children or families requiring additional input from other agencies will be supported to do so.</p>	<p>02/25 Manager has completed PREVENT online training and is on the waiting list for Advanced Child Protection Training.</p> <p>27/03/25 All staff have completed Child Protection refresher through Azilo</p>	
	<p>The child protection policy should be reviewed and refreshed to ensure the requirement to notify the Care Inspectorate where there are reported safeguarding concerns is explicit.</p> <p>Ensure details of named persons with responsibility for child protection are displayed for parents and visitors. This could include photographs.</p>			<p>27/03/25 Child Protection Policy has been updated. Flow chart showing named persons is displayed for parents/visitors and includes photographs.</p>	
	<p>Ensure those with responsibility for child protection and safeguarding have a comprehensive understanding of the requirement to have effective plans for children. This includes consideration of additional plans for learning</p>			<p>13/3/25 LLO shared enhanced care plan for care experienced child.</p> <p>30/3/25 Awaiting parent/carer signature</p> <p>1/5/25 Signed by parents</p>	

	where a child is care experienced.				
	Managers and practitioners should make full, consistent and effective use of chronology formats introduced to document significant events.			13/3/25 LLO and Manager discussed the use of chronologies. These will be used to record significant event in a child's life/learning.	
	Managers should ensure that policies and risk assessments are reviewed and updated timeously, and this is clearly documented. Review should be clearly documented with the next review date established and detailed.			27/02/25 All policies are currently being reviewed by the manager. Any changes are to be documented and next review date detailed. 1/5/25 All staff reviewing 2 policies a month	
	Ensure that all visitors are made aware of child protection arrangements and fire evacuation arrangements on signing in on arrival. Update fire evacuation and risk assessment to ensure they reflect current arrangements, including no involvement with the Parent and Toddler group.			27/03/25 Visitor badges with fire procedures and child protection details are now in use. Provider is updating fire evacuation and risk assessment to reflect current practice. 1/5/25 Completed and in use	

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Area for improvement 2 (ES)	Action required & stakeholders involved	Timescale	Desired outcomes for children	Evidence and confirmed completion	RAG Rating
<p>The manager and practitioners should improve the quality of the learning environments and children's experiences. Children need a wider range of natural materials and everyday objects to explore and investigate. This should support children to develop their curiosity, imagination and problem-solving skills.</p>	<p>Manager and practitioners to create and audit nursery environment with a view to set up engaging learning environments. Send out questions to the families regarding resources and experiences within the setting. (Discussed GoogleForms as well as paper based). This will also be mind mapped with the children to gather pupil voices.</p> <p>Use results of the audit to make adjustments to the environment.</p> <p>Practitioners will provide an ELC environment that promotes curiosity, imaginative and creative play where children experience appropriate levels of challenge.</p>	<p>June 2025</p>	<p>Children will have more opportunities to open-ended and natural resources, resulting in greater levels of challenge. Children will also have more 'real-life' experiences and resources to support their play.</p>		

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Area for improvement 3 (ES)	Action required & stakeholders involved	Timescale	Desired outcomes for children	Evidence and confirmed completion	RAG Rating
The manager and practitioners should improve approaches to planning to ensure that children are supported to build on what they already know. They should ensure they provide a balance of responsive and planned learning experiences for children.	<p>-Manager/practitioners should now use progression pathways to support intended learning experiences.</p> <p>-Manager/practitioners should engage with CLPL looking at effective questioning to extend children's learning responsively.</p>	June 2025	Children will have increased opportunities to build on life long skills and access to a high quality learning provision. Staff will work together to develop a shared understanding of early years pedagogy.		

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Area for improvement 4 (ES/CI)	Action required & stakeholders involved	Timescale	Desired outcomes for children	Evidence and confirmed completion	RAG Rating
<p>Practitioners need to improve their approaches to understand how well children are learning. This will help practitioners to know where children need the right level of help with their learning to ensure they all make the best possible progress.</p> <p>Ensure a children experience a high-quality play, learning and development opportunities</p>	<p>Staff understand their role in supporting children through meaningful engagement.</p> <p>Staff demonstrate understanding of child development and how to use play to support children's learning and development</p> <p>Ensure planning processes are effective to promote children's individual learning</p> <p>Ensure that observation and assessment of children's individual learning supports and identifies progress,</p>	June 2025	Children will experience a high-quality environment where practitioners know how to support them with their next steps.		

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	How good is our care play and learning? 1.1 Nurturing care and support & 1.3 Play and learning				
Area for improvement 5 (CI)	Action required & stakeholders involved	Timescale	Desired outcomes for children	Evidence and confirmed completion	RAG Rating
Ensure children's personal plans are up-to-date, and parents have been fully involved in this process.	<p>-Manager/practitioners to adapt personal plans to contain all the relevant information.</p> <p>-Manager/practitioners to review every 3 months in partnership with parents/carers.</p>	April 2025	Children will have supported by practitioners who are fully aware of their needs and the needs of their family.	13/3/25 All children have personal plans which are up-to-date. These have been shared with families and signed. Manager has been advised to review these each term. 1/5/25 These have been updated and signed	
Ensure all children have the appropriate	-Manager to ensure all children have a supports	April 2025		13/3/25 LLO provided support on how to	

level of information in their personal plan to meet their needs. Ensure staff are well informed about the children and use their personal planning information to provide individualised and responsive care relevant to their needs.	strategy sheet within their personal plan folder. -Manager/practitioner to ensure those who require an enhanced care plan should also have this.		Children will receive appropriate levels of care to meet their needs.	complete enhanced care plans. Each child has a support strategies sheet in their folder, these need to be completed where appropriate 1/5/25 Completed	
Provider, manager and staff should ensure mealtimes are a safe, calm and meaningful experience that meets the individual needs of children.	-Manager/practitioners should ensure food is of a safe temperature before serving. -Manager/practitioners should continuously reflect on mealtimes and change as appropriate. -LLO to spend time over mealtimes to suggest how to make this a calm experience for the children.	June 2025	Children are provided food of safe temperatures and are supported in a positive mealtime experience.	27/3/25 LLO observed and provided feedback. Manager/Practitioner to trial for a few weeks. 1/5/25 Improvements made but clearer communication between staff is essential	
To ensure dignity and privacy of children, staff should ensure that children are well supervised and supported in a way that meets their needs with the children being in distress.	-Provider/manager to source ways to ensure children can close bathroom doors when they are in use.	March 2025	Intimate personal care is carried out in a dignified way with my privacy and personal preferences respected.	27/3/25 Closers have been added to the doors to ensure they stay closed when bathrooms are in use. Children were also observed knocking to check if the cubicle was free.	

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How good is our setting? 2.2 Children experience high quality facilities					
Area for improvement 6 (CI)	Action required & stakeholders involved	Timescale	Desired outcomes for children	Evidence and confirmed completion	RAG Rating
Ensure the comfort and wellbeing of children of the children is met through	-Manager/practitioners to work with the children to open/close the door safely on cooler days.	March 2025	Children's playroom will be of comfortable temperature and will provide warmth after outdoor play.	1/5/25 Children are actively closing the outside door behind them and reminding their peers of this	

having the playroom at a suitable temperature					
Ensure children learn and develop using outdoor spaces through high quality continuous provision and experienced being provided	-Manager/Practitioner to develop learning areas in the outdoor area -These should offer continuous learning experiences and be linked to intended learning outcomes. -These should follow the children's interest	June 2025	Children will have access to high quality learning provision outdoors.		
To ensure children's safety the provider, manager and staff should ensure that all staff are knowledgeable and competent in assessing potential hazards and risks and take appropriate action to keep children safe.	-Manager/practitioner should use a daily risk assessment to ensure children's safety outside. -Children can also be part of this to develop their awareness of hazards.	April 2025	Children will be more aware of potential hazards and gain an understanding of why we risk assess. Children will also develop confidence in this area.	303/3/25 Garden risk assessment is in place. Setting to look into using a child friendly one too.	

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	How good is our leadership? 3.1 Quality Assurance and improvement are led well				
Area for improvement 7 (CI)	Action required & stakeholders involved	Timescale	Desired outcomes for children	Evidence and confirmed completion	RAG Rating
Ensure children and families are meaningfully involved and influence changes within the setting	-Seek views of parents/carers/children involved with the setting -Use the results of these to continually improve areas within the setting -Inform parents/carers/children of these on a regular basis.	June 2025	Children will have opportunities to lead developments within their setting, creating an environment relevant to them and their families		
Ensure quality assurance, including self-evaluation and improvement plans lead to high quality care and support.	-Develop QA Calendar -Carry out regular self-evaluation within the setting and document	June 2025	Children will have access to care which is of high quality and relevance to them.		

	these and the changes/progress made				
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	How good is our staff team? 4.3 Staff deployment				
Area for improvement 8 (CI)	Action required & stakeholders involved	Timescale	Desired outcomes for children	Evidence and confirmed completion	RAG Rating
Ensure staff receive essential breaks to support their wellbeing.	-Practitioners should be taking their break entitlement	End April 2025	Children will be supported by staff who have had wellbeing breaks	1/5/25 All staff are taking their break entitlement	
To ensure children receive high quality care that meets their needs the provider, manager and staff should ensure that staff are deployed effectively.	-Ensure staff have the knowledge to carry out their role -Ensure staff are deployed effectively to meet the individual needs of children throughout the day	End April 2025	Practitioners will be able to provide a safe environment for the children and meet individual needs	1/5/25 Manager is continuously reminding staff where they should be to support children effectively	
To ensure the safety and wellbeing of children the provider, manager and staff should ensure that all staff have appropriate training and skills in core areas of practice.	Staff to complete the following training a)Child Protection b)Paediatric First Aid c)Food Hygiene d)Infection Control	End March 2025		All staff completed these training modules through Azilo.	