

Forward Steps Nursery Day Care of Children

59 Northgate Road
Balornock
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Telephone: 01415 588 815

Type of inspection:
Unannounced

Completed on:
16 September 2025

Service provided by:
Forward Steps Nursery

Service provider number:
SP2004006558

Service no:
CS2004070243

About the service

Forward Steps Nursery is registered to provide a care service to a maximum of 48 children:

8 children 0 years to under 2 years

18 children 2 years to under 3 years

22 children 3 years to those not yet attending primary school.

The nursery is provided from a converted church hall in the Balornock area of Glasgow. The service is close to main roads, public transport routes, shops, a library and parks. There are three playrooms with an enclosed outdoor play area. The outdoor area is accessible from one of the playrooms. The baby room was not operating at the time of this inspection, therefore only two playrooms were in use. There were 22 children attending the service on the day of the inspection.

About the inspection

This was an unannounced follow-up inspection which took place on Tuesday 16 September 2025 between 09:15 and 13:30. Feedback was provided to the service on the same day.

The inspection was carried out by two inspectors from the Care Inspectorate. To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration information, information submitted by the service and intelligence gathered throughout the inspection year.

In making our evaluations of the service we:

- spoke with children using the service
- spoke with staff and the senior leadership team
- observed practice and daily life
- reviewed documents.

Key messages

- Staff demonstrated that they knew their roles and responsibilities in relation to child protection. Policies and procedures had been updated in line with best practice and shared with parents.
- There had been improvements to the play and learning opportunities for children. Training and new practice was yet to be embedded in daily life within the service.
- Children and staff were washing their hands regularly following best practice. Further consideration is needed in relation to providing a clean and hygienic space to serve lunch for children in the playroom.

What the service has done to meet any requirements we made at or since the last inspection

Requirements

Requirement 1

By 25 August 2025, the provider must ensure that children are safe and protected from harm. To do this, the provider must, at a minimum:

- a) ensure that children's chronologies contain clear details of child protection concerns and action taken to safeguard children.
- b) ensure management and staff receive child protection training and put their learning into practice.
- c) review and update the setting's child protection policy and ensure that it is shared and understood by staff and families using the service.

This is to comply with Regulation (4)(1)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210). This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I am protected from harm, neglect, abuse, bullying and exploitation by people who have a clear understanding of their responsibilities' (HSCS 3.20).

This requirement was made on 22 April 2025.

Action taken on previous requirement

Staff demonstrated that they took action when they had child protection concerns about a child. The whole staff team had engaged in child protection training, their knowledge and skills around identifying and reporting child protection concerns had improved. The provider had reviewed and updated child protection policies and procedures and shared these with families using the service. They should continue to monitor

and evaluate practice, with ongoing training and development for staff. They should also ensure that we are notified of any child protection concerns.

Met - within timescales

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

To ensure that children experience high quality play and learning, the manager and provider should ensure that staff access training and apply it in practice.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I am supported to achieve my potential in education and employment if this is right for me' (HSCS 1.27) and 'I experience high quality care and support based on relevant evidence, guidance and best practice' (HSCS 4.11).

This is to ensure staff skills and knowledge are aligned with the national practice guidance for early years in Scotland, Realising the ambition: Being me.

This area for improvement was made on 22 April 2025.

Action taken since then

A new manager had been appointed since the previous inspection and they were working on the action plan from the last inspection. There had been some training and development opportunities for staff and the leader of early learning had been working alongside staff to develop and improve play and learning opportunities for children. This was at the early stages and therefore not embedded into practice. Although, we did see progress, this was not enough to meet the area for improvement.

This area for improvement has not been met.

Previous area for improvement 2

To ensure children's health and safety, the manager and provider should ensure that children's health and safety is supported within an environment where the risk of cross infection is minimised through good hygiene practices. This should include but not be limited to:

- a) ensuring areas where children eat are safe and hygienically maintained
- b) ensuring staff model and support effective hand hygiene with children, for example after coming inside, after outdoor play and before mealtimes.

This is to ensure that care and support is consistent with Health and Social Care Standards which state that: 'My environment is secure and safe' (HSCS 5.19) and 'I experience an environment that is well looked after with clean, tidy and well-maintained premises, furnishings and equipment' (HSCS 5.24)

This area for improvement was made on 22 April 2025.

Action taken since then

We observed children washing their hands and staff modelling good practice in relation to handwashing. The provider had taken action on replacing where lunch was served within the playroom to minimise cross contamination. However, as an oversight, the service used a play trough with a lid that wasn't suitable to serve lunch from. Further consideration should be given to where children's lunch is served from to ensure that the equipment is suitable for meal times. Although, we did see progress around handwashing and the movement of the lunch space this was not enough to meet this area for improvement at this time. The provider did assure us that they would take immediate action.

This area for improvement has not been met.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com

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