



**Office for Standards  
in Education**

## **COMBINED INSPECTION REPORT**

**URN** 402846

**DfES Number:** 531283

### **INSPECTION DETAILS**

Inspection Date	16/12/2004
Inspector Name	Susan Anne Kluth

### **SETTING DETAILS**

Day Care Type	Full Day Care
Setting Name	Step By Step Nursery
Setting Address	1 Bridge Avenue Hammersmith London W6 9JA

### **REGISTERED PROVIDER DETAILS**

Name	Nelson Child Care Limited 04230340
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### **ORGANISATION DETAILS**

Name	Nelson Child Care Limited
Address	1 Bridge Avenue London W6 9JA

## ABOUT THE INSPECTION

The purpose of this inspection is to assure government, parents and the public of the quality and standard of day care in accordance with the National Standards for Under Eights Day Care and Childminding; and that the nursery education for funded three and four year old children is of an acceptable quality. Inspection of nursery education also identifies strengths and weaknesses so that providers can improve the quality of educational provision and help children to achieve the early learning goals (elgs) by the end of the Foundation Stage. This inspection report must be made available to all parents.

If the setting has been inspected previously, an action plan will have been drawn up to tackle issues identified. This inspection, therefore, must also assess what progress has been made in the implementation of this plan.

### Information about the setting

Step by Step Nursery operates from a house within a short walking distance of Hammersmith Underground and bus stations, close to the shopping centres at Hammersmith Broadway and King Street, in the London Borough of Hammersmith and Fulham.

There are 3 base rooms available for the children, one on the ground floor and two on the lower ground floor. There is a secure outdoor play area at the rear of the building. The times of opening are from 08:00 to 18:00, Monday to Friday, 50 weeks each year.

Eight members of staff work directly with the children, including the manager and a student, seven members of staff hold a relevant Early Years qualification. A cook is employed and holds a Food Hygiene certificate.

Step by Step Nursery receives education grant funding and provides support for children with special educational needs. Some children speak English as an additional language.

The nursery maintains links with the Early Years Childcare and Development Partnership in Hammersmith and Fulham.

### How good is the Day Care?

Step by Step Nursery provides satisfactory care for children.

Good systems in place support the smooth day to day running of the Nursery, staff recruitment, induction and appraisal follows a formal written procedure. However the requirement to notify Ofsted of staff changes within time scales has not been consistently met and staff vetting has not been promptly initiated. Premises are well maintained with sufficient space for children.

There is an effective system for checking safety of the premises to ensure children's

safety, although the internal staircase at certain times of the day does become crowded. Good systems in place monitor and record medication administration and accidents. Food is prepared daily on the premises by a cook, menus are nutritious and varied, although the mid morning snack does not consistently meet the same nutritional standard. Children's individual dietary requirements are met through an effective recording and checking system, although drinking water is not available throughout the day in the base rooms.

There is a good range of resources available, staff plan and provide interesting activities.

Young children's developmental progress is recorded but does not always include observation of and planning for individual emerging skills. Children are busy, staff interaction with the children is meaningful and sensitive to their individual skills and abilities. A good ratio of staff to children and an effective key work system supports children well. Staff are good role models for the children, they are respectful and polite with each other and the children. Children are well behaved and co-operative with their peers and adults.

Parents are welcomed warmly by staff and there are systems in place to share and exchange information on a formal and informal basis. Newsletters, policies and procedures inform parents about the organisation of the Nursery, although contact details of Ofsted are not included in the complaints procedure.

#### **What has improved since the last inspection?**

At the last inspection the provider agreed actions to devise an operational plan which is available to staff; conduct a risk assessment to identify and minimise hazards; ensure there are procedures in place to follow for the safe conduct of outings and in the event of a lost child; ensure gas and electrical appliances conform to safety requirements; meet the recommendations of the Fire Safety officer; ensure that unvetted staff are not left alone with children; ensure that the child protection procedure includes what to do in the event of a child protection allegation being made against a member of staff and ensure that staff practice follows the written policy and procedure for administration of medication and accident recording. All of these actions have been completed and safety for the children has been enhanced.

Actions agreed at the last inspection which have not been fully completed are to notify Ofsted of changes in members of staff and other significant events; carry out the Criminal Records Bureau vetting procedure and include Ofsted as the regulator in the complaints procedure.

Consistent notification to Ofsted of changes in staffing and initiation of Criminal Records Bureau checks for new staff had not been completed at the time of inspection, although the process had been started, these actions have been agreed and carried forward at this inspection. The contact details of Ofsted as the regulator is not available to parents through the complaints procedure and this has been agreed as a recommendation.

### **What is being done well?**

- Space is well organised and children are cared for in appropriate groups, according to age and development. A wide range of resources and activities supports children's play and learning, staff maintain a good level of interaction with children, encouraging and supporting their individual progress. Children are busy, well behaved and play well.
- Staff use good safety and hygiene routines as well as medication administration and accident reporting systems to ensure children's safety and well being. The nursery provides varied, nutritional meals and staff implement effective systems to record children's individual dietary needs so that children's dietary needs are met as their parents have requested.
- There are good management systems in place to monitor and appraise staff performance and an effective induction process for new members of staff. Partnership with parents is good, parents have access to information about their child at formal and informal occasions. Staff are welcoming and exchange information on a daily basis. Records are stored confidentially and are well organised and available at inspection.

### **What needs to be improved?**

- the notification to Ofsted of staff changes, within the prescribed time scales
- the initiation of Criminal Records Bureau vetting procedures for new staff
- the availability of drinking water for the children
- the contact details of Ofsted as the regulator, in the complaints procedure

### **PREVIOUS COMPLAINTS (This section applies only to inspections carried out from September 2004. The complaint record relates to complaints from the last inspection or 1st April 2004 whichever is later.)**

A concern was raised about use of high chair restrainers on one occasion, when a child was sitting in a high chair at the Nursery. The concern related to National Standard 1 Suitable person, National Standard 11 Behaviour management, National Standard 12 Partnership with parents and National Standard 13 Child protection.

An Ofsted inspector made an unannounced visit on 10/09/2004 .

No evidence was found that National Standards had been breached and the provider remains qualified for registration.

### **Outcome of the inspection**

Satisfactory

## CONDITIONS OF REGISTRATION

*All registered persons must comply with all conditions of registration included on his/her certificate of registration.*

*As a result of this inspection conditions of registration have been imposed / varied / removed and a new certificate of registration will be issued.*

## WHAT NEEDS TO BE DONE NEXT?

### The Registered Person must take the following actions by the date shown

Std	Action	Date
1	Ensure that Ofsted is informed of any significant changes including staff changes, before the event wherever possible. Where this is not possible inform Ofsted within fourteen days of the event.	30/03/2005
1	Ensure criminal records bureau checks are initiated when staff are recruited and employed	30/03/2005

### The Registered Person should have regard to the following recommendations by the time of the next inspection

Std	Recommendation
8	Ensure that drinking water is available to children throughout the day
14	Provide contact details of Ofsted as the regulator in the complaints procedure

## INSPECTION OF THE NURSERY EDUCATION PROVISION FOR FUNDED THREE AND FOUR YEAR OLDS.

### How effective is the nursery education?

Step by Step Nursery offers generally good quality nursery education where children are making good, steady progress in five of the six areas of learning and very good progress in personal, social and emotional development.

The quality of teaching is generally good. Adults understand how children learn and have a sound overview of the foundation stage, early learning goals and stepping stones. Planning ensures children take part in a wide variety of experiences, although there are too few opportunities for them to participate in purposeful physical outdoor play. Children enjoy choosing from an exciting and varied range of activities and resources which captures their interest. There are many opportunities for children to develop good independence skills and high self esteem. Children form warm and caring relationships with staff and peers. Adults are positive role models, they talk respectfully and politely to children, giving praise and encouragement for effort as well as achievement. Staff offer children ample attention and support in their play as a result behaviour is good. Teaching methods and skilful questioning techniques extend children's thinking. Records of what children can do are kept however these are not systematically used to inform planning or track children's individual progress.

Leadership and management of the setting is generally good, with clear plans in place for future development. The managers are committed to providing good quality education for children, although there is no formal system to monitor or evaluate the effectiveness of the education programme. Staff work well together and have clear roles and responsibilities.

Partnership with parents is good. A range of information is available about the setting, funding, the foundation stage curriculum, policies and procedures. Parents are warmly welcomed and ongoing communication with key workers keeps them informed of their children's progress.

### What is being done well?

- A stimulating and attractive environment is provided. Children have access to a wide variety of activities and stimulating resources which helps them make good progress in all areas of the curriculum.
- Staff and children develop warm and caring relationships. Children receive ample adult attention and support to promote their confidence and self esteem. Children interact confidently with others, they can conduct simple conversations and listen attentively when required.
- Children have good opportunities to ask questions, to involve themselves in discussions and to extend their vocabulary.

- Partnership with parents is good. Parents are welcomed warmly and there are good exchanges of information. A range of information about the setting and curriculum is available. Parents are encouraged to be involved in their children's learning, for example taking an activity home at the end of the week to help the child consolidate their learning.

#### **What needs to be improved?**

- the systems in place to monitor and evaluate the quality of the nursery education delivered
- the use of observations of what children know and can do to inform short term plans and clearly track children's individual progress
- the programme for physical development, to ensure there are clear learning intentions for outdoor play
- the opportunities for children to write for a variety of purposes

#### **What has improved since the last inspection?**

This is the first Nursery Education Grant inspection

## SUMMARY OF JUDGEMENTS

### PERSONAL, SOCIAL AND EMOTIONAL DEVELOPMENT

Judgement: Very Good

Children are developing very good independence skills as they select resources for themselves, put on aprons and wash their hands. They have good opportunities to choose activities spontaneously to explore their own ideas. They are very happy, sociable and motivated to learn. Children share and take turns, and are developing positive caring relationships with adults and peers. Behave is very good, and children model the consideration and respect staff show them.

### COMMUNICATION, LANGUAGE AND LITERACY

Judgement: Generally Good

Children are developing a good vocabulary as they initiate conversation. The adult extends children's thinking and language through skilful questioning. They interact confidently with one another and listen attentively when required. Staff encourage children to make links between sounds and letters, and recognise their own names. Some children are beginning to write the first letter of their name, but there are fewer opportunities for children to practice writing for a variety of purposes.

### MATHEMATICAL DEVELOPMENT

Judgement: Generally Good

Children are beginning to count confidently and reliably. There are good opportunities for children to sort, match various objects, design and recreate patterns, although they have fewer opportunities to explore calculation, addition and subtraction through practical activities. Children are beginning to use mathematical language during their play, for example, big and small and they enjoy solving problems, for example, puzzles and constructing with bricks.

### KNOWLEDGE AND UNDERSTANDING OF THE WORLD

Judgement: Generally Good

Children confidently select tools and appropriate materials for building and construction. They are able to observe change when cooking and making dough. Whilst children observe items from the natural world there are some missed opportunities for them to fully explore this area. Children are gaining a good awareness of other cultures and beliefs, and are developing a strong sense of belonging to their own community through a rich, diverse and positive nursery environment.



## **PHYSICAL DEVELOPMENT**

Judgement:	Generally Good
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Children move confidently with increasing control and they show an awareness of space as they steer wheeled toys around each other. But there are too few opportunities to participate in purposeful outdoor activities. Children use a wide range of tools and equipment confidently, for example, rolling pins, scissors, building bricks. They are developing good hand and eye coordination. Children are learning about healthy living through daily routines, themes and discussions.

## **CREATIVE DEVELOPMENT**

Judgement:	Generally Good
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Children are exploring colour and texture as they use sand, paint and collage materials. They take part in cooking activities, which encourage them to use their senses, for example, taste and smell. Children enjoy listening to music, and singing songs, however there are less opportunities to play musical instruments and explore music and dance in a meaningful way. They are developing their imagination during role play, for example, in the home corner and shop.

**Children's spiritual, moral, social, and cultural development is fostered appropriately.**

## **OUTCOME OF THE INSPECTION**

The provision is acceptable and is of good quality overall. Children are making generally good progress towards the early learning goals. The next inspection will take place in three to four years time.

## **WHAT THE SETTING NEEDS TO DO NEXT: THE KEY ISSUES**

- Ensure there are effective systems in place to monitor and evaluate the quality of the nursery education programme offered
- Improve the systems for observing children's progress along the stepping stones and use these more regularly to inform short term planning and track individual children's progress
- Increase the opportunities for children to write for a variety of purposes
- Ensure the programme for physical development has clear learning intentions for outdoor play and provide more frequent opportunities for children to take part in purposeful outdoor play

*The provider must draw up an action plan within 40 working days of receipt of this report showing how the key issues detailed above will be addressed. The action plan must be made available to all parents and to the Local Authority if required. An evaluation of the action taken will form part of the next inspection of funded nursery education.*

## **SUMMARY OF NATIONAL STANDARDS**

### **STANDARD 1 - SUITABLE PERSON**

*Adults providing day care, looking after children or having unsupervised access to them are suitable to do so.*

### **STANDARD 2 - ORGANISATION**

*The registered person meets required adult: child ratios, ensures that training and qualifications requirements are met and organises space and resources to meet the children's needs effectively.*

### **STANDARD 3 - CARE, LEARNING AND PLAY**

*The registered person meets children's individual needs and promotes their welfare. They plan and provide activities and play opportunities to develop children's emotional, physical, social and intellectual capabilities.*

### **STANDARD 4 - PHYSICAL ENVIRONMENT**

*The premises are safe, secure and suitable for their purpose. They provide adequate space in an appropriate location, are welcoming to children and offer access to the necessary facilities for a range of activities which promote their development.*

### **STANDARD 5 - EQUIPMENT**

*Furniture, equipment and toys are provided which are appropriate for their purpose and help to create an accessible and stimulating environment. They are of suitable design and condition, well maintained and conform to safety standards.*

### **STANDARD 6 - SAFETY**

*The registered person takes positive steps to promote safety within the setting and on outings and ensures proper precautions are taken to prevent accidents.*

### **STANDARD 7 - HEALTH**

*The registered person promotes the good health of children and takes positive steps to prevent the spread of infection and appropriate measures when they are ill.*

### **STANDARD 8 - FOOD AND DRINK**

*Children are provided with regular drinks and food in adequate quantities for their needs. Food and drink is properly prepared, nutritious and complies with dietary and religious requirements.*

### **STANDARD 9 - EQUAL OPPORTUNITIES**

*The registered person and staff actively promote equality of opportunity and anti-discriminatory practice for all children.*

### **STANDARD 10 - SPECIAL NEEDS (INCLUDING SPECIAL EDUCATIONAL NEEDS AND DISABILITIES)**

*The registered person is aware that some children may have special needs and is*

*proactive in ensuring that appropriate action can be taken when such a child is identified or admitted to the provision. Steps are taken to promote the welfare and development of the child within the setting in partnership with the parents and other relevant parties.*

#### **STANDARD 11 - BEHAVIOUR**

*Adults caring for children in the provision are able to manage a wide range of children's behaviour in a way which promotes their welfare and development.*

#### **STANDARD 12 - WORKING IN PARTNERSHIP WITH PARENTS AND CARERS**

*The registered person and staff work in partnership with parents and to meet the needs of the children, both individually and as a group. Information is shared.*

#### **STANDARD 13 - CHILD PROTECTION**

*The registered person complies with local child protection procedures approved by the Area Child Protection Committee and ensures that all adults working and looking after children in the provision are able to put the procedures into practice.*

#### **STANDARD 14 - DOCUMENTATION**

*Records, policies and procedures which are required for the efficient and safe management of the provision, or to promote the welfare, care and learning of children are maintained. Records about individual children are shared with the child's parent.*