

Alexandra House
33 Kingsway
London
WC2B 6SE

T 08456 404040
F 020 7421 6855
enquiries@ofsted.gov.uk
www.ofsted.gov.uk

5 February 2009

Ms Yuknlan Nancy Tang
Camden Chinese Community Nursery
United Reform Church
Buck Street
London
NW1 8NJ

Dear Ms Tang

Ofsted survey: good practice in capturing the user voice

Thank you for your time and co-operation, during my visit on 4 February to look at work on capturing the user voice.

The visit provided valuable information which will contribute to our national evaluation and reporting. Published reports are likely to list the names of the contributing institutions, but individual institutions will not be identified in the main text without their consent.

The evidence used to inform the judgements made included observations of activities, discussions with children and yourself and the scrutiny of records and documentation.

Features of good practice observed

- The staff team skilfully involve children who may appear to lack confidence or motivation. This is achieved through encouraging, recognising and valuing their contributions and engagement. Consequently, children are more able to make their choices known without hesitation which contributes to establishing a more inclusive environment.
- Children benefit greatly from engaging in real life opportunities, such as the chances to interact with police officers and fire fighters. As a result, they show increasing confidence, self-esteem and aspirations as they share their feelings, ideas and experiences.
- Children recognise that their input is valued, as action is taken to meet their requests, such as introducing foods they like to the menu. This helps them to understand the potential benefits of sharing their interests, preferences and needs.
- The staff team respect children's choices in play and learning. Consequently, children feel reassured that they can approach an adult to, for example, read the same story a number of times.

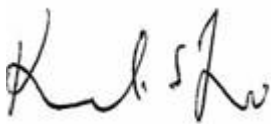
Areas for development

- Develop further ways to enable all children to influence decisions which affect them, sharing control and responsibility for decision-making consistently so that it is firmly embedded.
- Consider monitoring and evaluating the impact that children's participation in decision-making is having, in order to be able to assess the benefits and refine practices.

I hope these observations are useful as you continue to develop the user voice in your setting.

As I explained previously, a copy of this letter will be sent to your local authority and will be published on the Ofsted website. It will also be available to the inspector for your next inspection.

Yours sincerely

A handwritten signature in black ink, appearing to read 'K. Sonia Lobo', written in a cursive style.

K. Sonia Lobo
Childcare Inspector