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Dear Sir/Madam

Ofsted survey: good practice in capturing the user voice

Thank you for your hospitality and co-operation, during my visit on 8 January 2009 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

- Children are actively involved in making decisions and choices about what they would like to do. Their views inform key decisions about the planning of activities, the purchasing of resources and choice of outings.
- The well planned environment enables children to select and use activities and resources independently, offering them many chances to initiate their own ideas and to try new activities.
- Children are supported to work as part of a group, learning to take turns and share fairly. They understand that there need to be agreed values and codes of behaviour in order to work together harmoniously.
- Children form good relationships with adults and their peers. They are very well supported and helped by the childminder to understand that people have different needs, which need to be treated with respect.

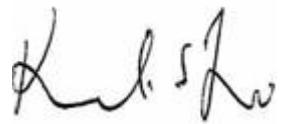
Areas for development

- Provide children and their parents with greater chances to share their views and contribute to the evaluation process in order to maintain continuous improvement.
- Promote stronger links with other professionals involved in the children's development in order to ensure relevant information is consistently shared.

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 Ofsted's 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".

K. Sonia Lobo
Childcare Inspector