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Giggles Day Nursery Ltd
94 Bath Road
Hounslow
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TW3 3EH

Our Reference EY375125

Dear Mrs Lorraine Dawn Norris

Outcome of monitoring visit for provision judged as inadequate

An Ofsted inspector, Elizabeth Juon, carried out a monitoring visit of your provision on 17/01/2013. This visit follows on from your inspection where the provision was judged to be inadequate.

Outcome of the visit

As a result of our inspection on 26/09/2012, we sent you a welfare requirements notice.

In order to meet requirements relating to safety and suitability of premises, environment and equipment, staff:child ratios, child protection, staff qualifications, training, support and skills, and key person, you were required to ensure the premises are secure, that children are supervised at all times when using the toilets, to update the safeguarding policy and procedure to meet requirements, to ensure all staff understand their roles and responsibilities and to develop the key person role to ensure children are fully supported and nurtured when in the setting.

In addition, you were issued with a notice to improve which required you to address actions relating to safety and suitability of premises, environment and equipment, child protection, suitable people, staff qualifications, training, support and skills, and the areas of learning and development. The notice to improve asked you to, ensure you check the identity of visitors, that all staff are able to understand and implement the safeguarding procedures, that all staff are suitable and there is a robust recruitment process, there are arrangements in place for staff supervision, that all staff have sufficient understanding of English to meet children's needs and that you are able to plan a challenging and enjoyable experience for each child.

Having considered all the evidence, the inspector is of the opinion that at this time the setting is making good improvement overall.

Overall effectiveness of the improvement and outcomes for children

At the monitoring visit on 26 October 2012, we found that good progress had been made in relation to meeting the Early Years Foundation Stage (EYFS) safeguarding and welfare requirements. The providers and manager have demonstrated a strong capacity for improvement and willingness to make changes to ensure children's safety and wellbeing. The premises are now safe and secure with new locks fitted to doors, the reception area is manned by staff and plans are in place to fit an inner door to the hall to prevent other users to the building gaining access to the nursery. The required policies and procedures have been updated and all staff made aware through induction and training of the procedures including safeguarding procedures. There are planned 1 to 1's and appraisals arranged with staff to identify their training needs. The setting has received worthwhile support for the local authority early year's advisors to ensure staff have access to immediate training opportunities. The actions set have either been met or are well on the way to being met therefore we do not need to re-issue any of the notices to improve.

We will assess the improvements made to the planning of the educational programme at the next visit to ensure children's individual learning and development needs are met; and to ensure the improvements made can be sustained.

At the monitoring visit on 17 January 2013, we found that the improvements made at the last visit had been sustained and that good improvement had continued to ensure the requirements of the EYFS are met. The premises remain safe and the outer doors are monitored by staff to ensure children remain safe. The building work to fit a new inner door begins the day after this visit; this will make the provision self-contained and ensure children's safety from other users to the church hall. All staff appraisals have now been completed and training has begun for many of the staff team. The qualified, experienced staff have embraced the opportunity to attend training sessions to update their knowledge and understanding to improve outcomes for children. The frequent staff meetings provide an opportunity for this information to be cascaded down to the rest of the staff team. The staff are becoming more confident to observe, assess and plan activities to meet children's individual needs, both inside and outside. The local authority early year's advisors, observe the setting regularly and meet with providers to support the improvement. There is consistency in the key person role to ensure children are fully supported and nurtured when in the setting. The providers responsibly deferred admission to new starters for a term until they knew the EYFS requirements were met; a new intake began in January 2013.

The providers have been able to demonstrate that they are able to maintain the improvements made and have identified what they are doing well and what needs further improvement, by completing a self-evaluation of their practice.

Next steps

Having considered all the evidence the inspector is of the opinion that at this time:

- The setting has made good improvement. The next visit will be a full inspection.

I hope that you have found the visit helpful in promoting improvement in your setting. If you have any further queries please contact us on the number at the top of this letter.

Yours sincerely

Susan Gregory HMI
National Director, Inspection Delivery