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Surbiton Day Nursery
23 Upper Brighton Road
Surbiton
Surrey
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Our Reference EY290666

Dear Mr Andrew Terry Morris

Outcome of monitoring visit for provision judged as inadequate

An Ofsted inspector, Lorraine Meldrum Sunter, carried out a monitoring visit of your provision on 01/05/2013. 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 21/02/2013, we sent you a notice to improve.

The actions raised under the Early Years Foundation Stage Requirements asked you to: train all staff to understand and implement the safeguarding policy and procedures. Make sure they have up to date knowledge of safeguarding issues and can respond in a timely and appropriate way in the event of any concerns about a child's welfare (Safeguarding and Welfare, Child Protection); develop management procedures and training for room leaders and all staff, so that risks to children's safety are fully assessed and the risk removed or minimised (Safeguarding and Welfare, safety and suitability of premises, environment and equipment); improve induction training so that all staff, whether they are temporary or permanent, have a clear understanding of their roles and responsibilities when they are working directly with the children (Safeguarding and Welfare, Staff qualifications, training, support and skills); develop the key person system so that, regardless of whether staff are new, temporary, or permanent, they are able to provide secure attachments with the child in their care, and build a relationship with the child's parents (Safeguarding and Welfare, Key person); regularly review and evaluate the individual practice of each member of staff to identify training needs and secure appropriate training where necessary (Safeguarding and Welfare, Staff qualifications, training, support and skills); ensure that those in charge, including those in charge of each room, are providing appropriate levels of supervision, leadership and support to their staff team (Safeguarding and Welfare, Staff qualifications, training, support and skills); ensure that the staff plan and deliver a challenging and enjoyable experience to the children, that is matched to each child's individual needs and interests (Learning and Development); implement suitable systems to ensure staff complete progress checks

for all children between the age of two and three years so that each child's strengths and areas of development in the prime areas are assessed, shared with their parents and used to identify further support for children if this is needed (learning and Development); ensure that nappy changing is hygienically managed and monitored (Safeguarding and Welfare, Safety and suitability of premises, environment and equipment).

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

A monitoring visit was undertaken on 01 May 2013. It was found that overall progress made since the last inspection was good. All issues identified at the inspection have been suitably addressed. Management have re-introduced Asquith Court Nurseries policies and made sure these are fully embedded in the nursery. All staff have been informed of the updated safeguarding policy. Regular discussion has ensured each person is fully informed, clear about their responsibility and knows the correct procedures to follow for the protection of children.

The main risk assessment document of the premises and equipment provides a comprehensive overview of the nursery; whilst individual room risk assessments detail specific areas and issues. These specific risk assessments are reviewed on a three monthly basis. Informal meetings and individual discussion have ensure staff are clear about the risk assessment process and understand how to remove or minimise any identified risk.

A comprehensive induction process and pack is in place for all staff regardless of whether they are temporary or permanent. Each new person is competency assessed prior to going into a room to work with children. Monitoring continues throughout their probationary period which assesses each person's progress and competency.

Parents have been sent a letter detailing the name of their child's keyperson and secondary keyperson. Each member of staff has received training whether or not they are an identified keyperson. Staff are coached and led by key staff in each room. New systems introduced have enabled staff to discuss any information with a child's parent. The nursery has found this has given stronger attachment in each of the rooms and ensured parents are fully informed.

The company guidance is for peer to peer observations to be completed for every member of staff on a monthly basis and formally recorded. Supervision meetings are now held regularly throughout the year with each member of staff and their line manager. The information from these meetings feeds into yearly appraisals which are completed by senior management. Any training needs are identified for individuals throughout the year.

It is recognised that support and supervision of staff starts with the responsibility of leadership from head office. Systems will be closely monitored to ensure effective staff supervision is embedded throughout the nursery.

Planning and assessment of each child's progress in learning and development has been completed and updated. Staff have used individual interests to plan effectively for learning. A high level of support and training has been given by management to

ensure all staff are aware of the planning cycle, and are knowledgeable about each child's progress. Children's learning journals are assessed and evaluated on a regular basis. These are sampled at various times by management to ensure individual needs of children are being met.

Summative reports are completed every 12 weeks for each child regardless of age. Every child aged between two and three years has a progress report containing all required details completed at least once. The report is shared with parents who sign to say they have read this. Although this has been a company policy it was not implemented in this particular nursery and has now been fully re-introduced. Staff have completed updated training with regard to nappy changing procedures. Systems have been re-introduced which are monitored on a daily basis.

A further monitoring visit is to take place to establish what further improvements have been made and to assess how all have been sustained.

Next steps

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

- The setting has made good progress in addressing the points for improvement. The next visit will be a further monitoring visit.

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