

Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD

Telephone: 0300 123 1231
Fax: 0300 123 3159
Minicom: 0161 618 8524
Email: enquiries@ofsted.gov.uk
Web: www.ofsted.gov.uk



Star Playschool and Nursery
Chiltern Primary School
Chiltern Way
Basingstoke
Hampshire
RG22 5BB

Our Reference EY314841

Dear Mrs Alison Sheridan

Outcome of monitoring visit for provision judged as inadequate

An Ofsted inspector, Lorraine Meldrum Sunter, carried out a monitoring visit of your provision on 22/05/2013. 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 09/04/2013, we sent you a welfare requirements notice.

The notice required you to improve staff's knowledge of the learning and development requirements in order to consider the individual needs, interests, and stage of development of each child and use this information to identify their next steps and plan a challenging and enjoyable experience for each child in all of the areas of learning and development; improve staff's knowledge of the learning and development requirements to ensure that each area of learning and development is implemented through planned, purposeful play and through a mix of adult-led and child-initiated activity, particularly the programme for communication and language, and personal, social and emotional development; implement an effective key person system that ensures that every child's care is tailored to meet their individual needs; offers a settled relationship for the child and builds a relationship with their parents or carers; ensure there are appropriate arrangements in place for the supervision of staff who have contact with children and families, which includes opportunities for staff to discuss any issues - particularly concerning children's development or well-being; identify solutions to address issues as they arise; and receive coaching to improve their personal effectiveness; train all staff to understand the safeguarding policy and procedures, and ensure that all staff have up to date knowledge of safeguarding issues, training made available by the provider must enable staff to identify signs of possible abuse and neglect at the earliest opportunity, and to respond in a timely and appropriate way.

In addition to the welfare requirements notice you were issued several actions to improve requiring you to: record the following information for each child: information about any other person who has parental responsibility for the child and which parent(s) and/or carer(s) the child normally lives with; ensure all staff involved in preparing and handling food receive training in food hygiene; implement an effective behaviour management policy and procedure to support children's personal, social and emotional development; ensure that the premises, including outdoor spaces, are fit for purpose and keep the premises and equipment clean; obtain and share information with parents and other professionals working with the children to ensure there is a regular two-way flow of information to help ensure the needs of all children are met; use reflective practice to identify strengths and areas for development that will improve the provision for all children; ensure drinking water is available and accessible at all times; keep a daily record of the names of the children being cared for on the premises and their hours of attendance and the names of each child's key person; keep and implement a written statement of procedures to be followed for the protection of children, intended to safeguard the children being cared for from abuse or neglect; undertake a risk assessment of the premises and equipment: at least once in each calendar year, and immediately, where the need for an assessment arises, ensuring that all necessary measures are taken to minimise any identified risks.

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 22 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.

A new system has been implemented to record planning, assessment and the progress each child is making in their learning and development. Children's individual needs and interests are taken into consideration, and are reflected through an appropriate balance of adult-led and child-led activities when planning activities to develop learning. Staff have been fully inducted in using the system, which has provided a consistent approach across the nursery. Children's developmental progress is clearly identified as well as any gaps in their learning. Regular meetings and discussion groups have been used effectively to update staff's knowledge regarding the learning and development requirements. They each have their own copies of the Statutory Framework for the Early Years Foundation Stage and use for reference in planning learning. The programmes for communication and language, and personal, social and emotional development have been improved by some staff attending appropriate courses and effectively cascading information to colleagues within the setting.

Two members of staff have attended a course 'role of key person' and have used the knowledge gained from this to support colleagues. Every child has a key person which is identified in each room on the noticeboard. A photo of the key person is displayed with the names of the children in their key group. Daily signing in/out sheets identify the key person for each child - after each child's name there is the initials of the key person. The manager regularly reviews children's files to make sure their progress is being assessed and planned for by the child's key person. Daily verbal feedback is given to each parent by the key person. If the child's key person is not available information for the parent is recorded in the room communication book to ensure parents are reliably informed about their child's day. Parents evenings are planned twice yearly to enable parents to come in and discuss their child's progress. Feedback forms have been designed for parents to complete. Those recently received show positive, constructive comments mentioning they have seen improvement within the nursery in the last few weeks.

Regular supervision meetings for staff have been established. These are used effectively to identify any gaps in staff knowledge and plan how best to address this. Currently supervision meetings are held with the manager and the nominated person from the committee to ensure consistency for the staff team. Some staff have been enrolled on training courses and opportunities for other staff to increase their qualification level is being looked into. The manager also has weekly meetings with room leaders to discuss any issues/progress for each room. Due to the regular meetings staff are now more confident and relaxed to approach management if they have any issues or concerns that they wish to discuss. The manager has regular supervision meetings with the committee representative, which are found to be supportive and positive, working together to support practice in the nursery.

A Safeguarding Children course was commissioned and provided by IN-TRAC Training & Consultancy & Consultancy Ltd for all staff working with the children. This was attended by 12 members of staff. The one day course covered all basic safeguarding aspects and found by all to be very useful and informative. The manager is the designated safeguarding person - she has completed advanced child protection training. Recently all staff have been asked to complete safeguarding questionnaires as part of their appraisal and have been given an updated safeguarding policy to read through. The responses were positive, showing a good basic understanding of child protection and safeguarding issues and procedures to follow.

The details form for each child has been updated to include the required information and sent to each parent of existing children to be completed. These will be monitored to ensure all have been returned. These forms are in place for any new child starting the nursery.

Online Food Hygiene training has been completed by half of the staff team. Other staff will be able to access the training and complete in due course.

A suitable Behaviour Management Policy has been implemented and understood by all staff. There is a named practitioner who has responsibility for behaviour

management within the nursery. This person has attended an induction course to behaviour management and will access a further course to support her in this role.

The premises both indoor and outdoor were seen to be organised and clean. A daily cleaner is employed and consistent supervision of the nursery has alleviated the previous problems. Toys are cleaned and sterilised termly, the outdoor space has been de-cluttered and cleaned. Risk assessments sheets identify areas to be cleaned on a rota basis, and daily risk assessments sheets are now completed. A member of staff is identified as the health and safety person to oversee this aspect within the nursery. Yearly health and safety visits are completed by an external company who provide an independent assessment.

Daily verbal feedback and other measures in place have helped to build more positive relationships with parents of the children who attend. Relationships have been re-established with the school which has proved to be very positive. Contact with the Children's Centre had also lapsed. This has also been re-established with liaison meetings planned for the future.

Regular meetings held with staff have included reflective practice, using discussion to identify any further changes that can be planned for to improve the provision.

Individual drink bottles are due to be introduced with the name and photo of each child added. These will be filled up daily, checked throughout the day and children encouraged to re-fill with water as needed. The bottles will be easily accessible, at child height. For younger children their drink bottles are individually labelled and offered at regular intervals.

New daily registers have been introduced which contain each child's hours of attendance and name of their key person.

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