

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](mailto:enquiries@ofsted.gov.uk)  
**Web:** [www.ofsted.gov.uk](http://www.ofsted.gov.uk)



Tiddlywinks Nursery (Cannock) Ltd  
28-30 East Street  
Bridgtown  
CANNOCK  
Staffordshire  
WS11 0BU

Our Reference EY408494

Dear Mrs Nicola Westwood

### **Outcome of monitoring visit for provision judged as inadequate**

An Ofsted inspector, Kamaljit Kaur Jandu, carried out a monitoring visit of your provision on 23/09/2013. 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 30/04/2013, we sent you a welfare requirements notice.

The welfare requirements notice asked you to: ensure children are kept safe while on outings by assessing the risks or hazards and identifying the steps to be taken to remove, minimise and manage those risks and hazards, this relates to the collection of children from the local schools and settings, by foot and vehicle and train all staff to understand the safeguarding policy and procedures, and ensure they have up-to-date knowledge of safeguarding issues.

We also sent you a notice of actions to improve which asked you to: secure the children's safety at all times by improving communication within the setting and other settings to fully secure the children's safety and welfare, this in particular, relates to children who attend the local schools and use the after school service at the setting; ensure appropriate arrangements are in place for the supervision of staff, including support and coaching to increase staff's knowledge and skills; ensure action is taken through robust risk assessment to minimise risks in the environment for example, indoors, the banisters of the stairs which lead to the first floor, electric sockets and in the garden, the hinges on the metal window guards, the wall and drains and keep a written record of any complaints and their outcome.

The additional action that you were required to take to improve related to the learning and development aspects of care for children. We asked you to: offer planned, purposeful play and a better mix of adult-led and child-initiated activities to

build on children's interests and challenge, in particular, children over three years; improve the quality of staff interaction and teaching methods used to stimulate children's interests and introduce new vocabulary, ideas and concepts to extend children's learning and allow children time to start conversation and respond; improve the programme for mathematics by including more opportunities to recognise numerals and consider concepts such as weight, capacity, measurement and quantities to further extend the more able children; improve the programme for understanding of the world by providing increased opportunities for children to learn about people and communities, the natural world and living things and technology and improve observation and assessment to ensure staff consistently use this information to understand children's level of achievement, interests and learning styles to shape learning experiences.

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 took place on 28 June 2013. The provider has not fully complied with the welfare requirements notice. Risks and hazards associated with the collection of children from the local schools and settings, by foot and vehicle have not been fully assessed, and steps to be taken to remove hazards have not been identified. This means that children are not kept safe while on these outings. Some progress has been made regarding the up to date knowledge of staff regarding the safeguarding policy and procedures.

Some progress has been made to comply with the notice of actions to improve. Communication within the setting and other settings to fully secure the children's safety and welfare has been improved as the provider has contacted all schools to inform them of the children they will be collecting and when. Arrangements are now in place for the supervision of staff, dates have been identified and will include support and coaching to increase staff's knowledge and skills. Although action has been taken to minimise some risks in the environment and electric sockets, the hinges on the metal window guards, the wall and drains in the garden have been made safe, no action has been taken to improve the risks to children from the banisters of the stairs which lead to the first floor and a risk assessment has not been undertaken to identify the risks. A written record of any complaints and their outcome is now in place.

Some progress has been made to improve the learning and development aspects of care for children. There is now a better mix of adult-led and child-initiated activities to build on all children's interests and challenge. Children are now able to select their own activities and are supported by staff in their choice. Staff interaction and teaching methods used to stimulate children's interests have improved, new vocabulary is introduced to extend children's learning and children are able to start conversations and respond, with staff extending conversations and language

consistently.

Some progress has been made in the programme for mathematics, there are now more opportunities for children to recognise numerals as they play games such as leap frog and children's skills in concepts such as weight, capacity, measurement and quantities are extended during sand and water play.

The programme for understanding of the world is now extended in the environment, pictures and posters of people from different backgrounds and abilities are displayed, children play with puzzles depicting people who help us and learn about the natural world and living things through planting and growing. However there is no progress made in observation and assessment, staff do not assess children regularly and therefore cannot plan effectively for their learning. Staff rely on their memory of what children can do. This means that the needs of older or more able children are not met as they make little progress. Planning is not individual to each child and this means children are not given challenging opportunities to develop.

A further monitoring visit took place on 23 September 2013. The provider has fully complied with the welfare requirements notice. Risks and hazards associated with the collection of children from the local schools and settings, by foot and vehicle have now been fully assessed, and steps taken to remove any identified hazards. This means that risks to children while on outings to and from school are minimised.

The setting is now complying with the notice of actions to improve. The banisters of the stairs which lead to the first floor have now been made safe, minimising risks to children. Supervision of staff is now undertaken every four to six weeks and includes safeguarding policy and procedures, support and coaching required by staff to increase their knowledge and skills, discussion about individual children and any concerns. Areas for improvement for staff are monitored closely by the manager. Opportunities for children to learn and development have been improved. The mix of adult-led and child-initiated activities allows staff to build on all children's interests and challenge. Children confidently select their own activities and are well supported by staff in their choice. Staff interaction and teaching methods used to stimulate children's interests are better embedded into practice. Children are consistently encouraged to start conversations and respond to staff and their peers, with staff extending conversations and language to help children progress. The programme for mathematics has been extended to include more regular opportunities for children to recognise numerals in their play as they count the lady birds and worms, measure the sand and water, and fill and empty jugs. This supports children to extend skills in concepts such as weight, capacity, measurement and quantities.

Observation and assessment of children are undertaken regularly, observations are evaluated and next steps for children's learning are identified, these are then used to plan effectively for their learning. Staff recognise the needs of older or more able children and provide challenging activities to ensure they make the progress they are capable of. Children who may have a special educational need or disability are also identified and supported. Planning is now more individual to each child, and their area of interest is built on through appropriate activities, this ensures children retain

interest in their activities and stimulates progress.

On 12 July 2013 we received a further concern regarding the management of accidents, partnerships with parents and safety of the outdoor play area. We undertook an unannounced visit and found that the record of the accidents is not robust and the complaints procedure did not meet requirements. We issued a notice of actions to improve which asked the provider to ensure the written record of accidents or injuries is robust and to ensure the complainant is notified of the outcome of an investigation within 28 days of having received a written complaint. The provider has taken the required action to comply with requirements.

Overall the provider has made good improvement and the next visit will be a full inspection.

### **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