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Benson Children and Families  
Services  
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WALLINGFORD  
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Our Reference EY461584

Dear Mrs Julie Williams

### **Monitoring for provision judged as inadequate**

An Ofsted inspector, Nikki Whinton, monitored your provision on 10/02/2014 following your inspection where the provision was judged to be inadequate.

### **Outcome of monitoring**

As a result of our inspection on 25/10/2014, we sent you a welfare requirements notice.

The welfare requirements notice required you to: ensure that arrangements for safeguarding children were secure by following clear policies and procedures that were known and understood by all staff and implemented consistently, in order that statutory agencies were informed without delay of any allegations against staff; ensure that the premises, in particular the areas used by babies, were fit for purpose, clean and safe and that staff comply with requirements of health and safety legislation (including hygiene requirements); ensure staff implement the policy and procedures for assessing any risks to children's safety, identifying all aspects of the environment that need to be checked on a regular basis, including when and by whom those aspects will be checked, and how these risks will be removed or minimised. The welfare requirements notice had a completion date of 17 November 2013.

We also sent you five notices to improve, with a completion date of 9 February 2014 that 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 for each child and use this information to identify their next steps and plan a more challenging experience for each child in all of the areas of learning and development; foster a culture of mutual support, teamwork and continuous improvement by introducing a rigorous process of self-evaluation to effectively acknowledge strengths and identify weaknesses in the provision and develop a clear

plan for improvement; ensure that all children receiving childcare are kept safe from harm; ensure that a written statement of procedures is known to all staff and consistently followed for the protection of children, intended to safeguard all the children being cared for from abuse and neglect; undertake a risk assessment of the premises and equipment to ensure that all necessary measures are taken to minimise any identified risks.

An inspector visited your setting on 18 November 2013 to monitor your progress. The inspector discussed with your manager the steps you had taken to address the actions raised in the welfare requirements notice. The inspector spent time in the base rooms scrutinising the environment, talking to staff and observing their interactions with the children.

The inspector found that you had ensured all staff had completed updated safeguarding training. Staff demonstrated that they had a very secure understanding of their safeguarding roles and responsibilities. They knew the correct procedures to follow if they had a safeguarding concern, including the need to notify statutory agencies without delay of any allegations against staff. You had reviewed and made changes to the environment. For example, areas of the nursery had been steam cleaned, electric socket points in the floor of the baby room had been covered, new display boards had been created, additional policies and procedures were displayed for parents and carers reference, some ceiling tiles had been replaced and potential hazards in the toilet area had been removed. However, at the time of the visit, nappy changing units and the milk kitchen wash hand basin were not hygienically clean and an item of baby food was not correctly stored.

You had reviewed and extended the setting's risk assessments in order that they were more comprehensive and individualised for each base room. Staff were taking ownership for the risk assessments. They were aware of the need to complete and record daily risk assessments including for specific areas such as the milk kitchen and outside play space. However, staff were not consistently implementing the revised risk assessment procedures. Some potential risks to children had not been identified and assessed or the risk removed. We therefore issued you with a welfare requirements notice, due for completion by 11 December 2013, requiring you to ensure that the premises, in particular the areas used by babies, are fit for purpose, clean and safe and that staff comply with requirements of health and safety legislation (including hygiene requirements) and ensure staff implement the policy and procedures for assessing any risks to children's safety, by effectively checking all aspects of the environment identified in the risk assessments that need to be checked on a regular basis, in order to promote children's safety and well-being.

An inspector visited your setting on 12 December 2013 to monitor your progress. The inspector visited the base rooms and areas of the setting which had previously raised concerns and discussed with your manager the steps you had taken to address the action raised in the welfare requirements notice. The inspector found that the premises, in particular those areas used by babies and young children, were now clean, safe and suitable for usage, in order to help keep children safe from

harm. Your staff had undertaken risk assessment training to help develop their appreciation and understanding of risk. Your records of risk assessments both for the building and outdoor spaces had been reviewed and updated, with action taken to minimise any identified risks. Your management team had been formally tasked with monitoring the staff's completion of daily risk assessment checks.

An inspector visited your setting on 10 February 2014 to monitor your progress and check that the remaining actions raised in the notice to improve, due for completion by 9 February 2014, had been completed. The inspector visited the base rooms, spoke to staff and children, observed interactions between children and adults and scrutinised documentation. The inspector found that you have developed the provision's process of self-evaluation. You have sought input from parents and staff to help identify your setting's strengths and areas for development. You are aware of the weaknesses within the provision. You have put appropriate strategies in place, for example, recruiting more permanent staff and arranging targeted staff training to support improvement. Your staff have developed their knowledge of the learning and development requirements. They are now using information from observational assessments to determine each child's achievements and stage of development. They are then using this information to identify the next steps in children's individual learning. However, children are not always involved in sufficiently purposeful play opportunities, supported by their key persons or adults who are well known to them, in order to maximise their individual learning. We therefore issued you with a notice to improve, due for completion by 10 April 2014 that requires you to; improve opportunities for planned and suitably challenging purposeful play, where practitioners actively engage with and respond to each child's emerging needs and interests, in order to guide and maximise their individual learning.

Having considered all the evidence, the inspector is of the opinion that the setting has not taken prompt and effective action to address the points for improvement.

### **Next steps**

The next step will be further monitoring.

If you have any further queries please contact us on the number at the top of this letter.

Yours sincerely

Lorna Fitzjohn  
National Director

## Actions

Action	Due date	Closed date
improve staff's knowledge of the learning and development requirements in order to consider the individual needs, interests and stage of development for each child and use this information to identify their next steps and plan a more challenging experience for each child in all of the areas of learning and development	09/02/2014	10/02/2014
foster a culture of mutual support, teamwork and continuous improvement by introducing a rigorous process of self-evaluation to effectively acknowledge strengths and identify weaknesses in the provision and develop a clear plan for improvement	09/02/2014	10/02/2014
improve opportunities for planned and suitably challenging purposeful play, where practitioners actively engage with and respond to each child's emerging needs and interests, in order to guide and maximise their individual learning (Planning).	10/04/2014	