

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



Our Reference 148251

Monitoring for provision judged as inadequate

An Ofsted inspector, Heather Allen, 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 20/11/2013, we sent you a welfare requirements notice. The actions you were set are included at the end of this letter.

The welfare requirements notice had a completion date of 5 February 2014 and required you to: ensure that the premises, including outdoor spaces, are fit for purpose and clean; and ensure risk assessments identify aspects of the indoor and outdoor environment, that need to be checked on a regular basis, when and by whom those aspects will be checked, and how the risk will be removed or minimised.

You were also sent a notice to improve asking you to complete 15 actions relating to the Early Years Register with a completion date of 4 February. One action required you to ensure effective systems are in place which promote equality of opportunity, so that inappropriate attitudes and practices are challenged and adults provide good role models to encourage children to value diversity and difference and to respect others.

Some actions related in particular to required documentation and asked you to: keep a written record of accidents or injuries and first aid treatment; obtain written parental permission for all children to take part in outings; ensure the following information is recorded for each child: full name; date of birth; name and address of every parent and/or carer who is known to the provider (and information about any other person who has parental responsibility for the child); which parent(s) and/or carer(s) the child normally lives with; and emergency contact details for parents and/or carers; maintain a daily record of the names of the children being cared for on the premises and their hours of attendance; ensure the current certificate of registration is displayed at the setting and shown to parents and/or carers on request; and ensure records are easily accessible and available.

Some of the actions related to your liaison with parents and/or carers and required you to: obtain and share information regularly with professionals, parents and carers

and other early year providers to allow an effective two-way flow of information that informs planning and supports effective teaching; put in place a procedure for dealing with concerns and complaints from parents and/or carers, and keep a written record of any complaints, and their outcome; make available to parents and/or carers details about how to contact Ofsted, if they believe the provider is not meeting the legal requirements; make details of policies and procedures available to parents, including the procedures to be followed if a parent fails to collect a child at the appointed time, a child goes missing, and the complaints procedure; and keep parents up-to-date with their child's learning and development, including the range and types of activities and experiences provided, the daily routines of the setting and how parents and carers can share learning at home.

Three actions related to the learning and development requirements and asked you to: establish children's starting points when they first attend and carry out ongoing observations and assessments in order to understand children's abilities, interests and learning styles. Shape appropriate learning experiences for each child by reflecting on observations and assessments and planning a mix of adult-led and child-initiated activity; plan a challenging and enjoyable experience for each child in all areas of learning and development, taking into consideration their individual needs, interests and stages of development; and support children who speak English as an additional language by giving them opportunities to experience a rich language environment, including opportunities to develop and use their home language in play and learning and to reach a good standard in English language.

You were also asked to complete 24 actions relating to the compulsory and voluntary parts of the Childcare Register. These reflect the same actions raised on the Early Years Register. In addition, the notice to improve for the compulsory and voluntary parts of the General Childcare Register also required you to ensure that the childcare is accessible and inclusive by not refusing to provide childcare or treat any child less favourably than another child by reason of the child's home language.

An inspector visited you on 10 February 2014 to monitor your progress in meeting the actions required in the welfare requirements notice and notice to improve.

The indoor environment was clean and tidy. Children had access to a range of resources and had sufficient space to play and eat in comfort. Risk assessments had been completed for both indoors and outdoors. Hazards, such as rain water in the sandpit, had been removed and the area made safe.

Required documentation was in place and available for inspection, including copies of policies and procedures, details of children and contact details of their parents and/or carers. The last accident recorded in your accident book was in December 2010. You stated that no child in your care has had an accident since that time. If children have an accident at school you forward a copy of any accident form completed by the school to parents when they collect their children from you. Your record of attendance showed the contracted times of arrival and departure of children. You confirmed that children always arrive and leave on time. Your certificate of

registration was displayed, but this was not the current certificate. You said you had not received this. A duplicate copy of your current certificate has been sent to you. This will be checked at the next visit.

You discussed how you liaise with parents and /or carers. You confirmed they are given copies of your policies and procedures when their child starts and these are also available for them to see on your premises. Details of how to contact Ofsted are displayed on the lounge wall, together with your certificate of public liability insurance and your paediatric first aid certificate.

You complete learning journals for children giving daily details of the activities they have participated in. These are sent home and returned by parents most days. In addition, you have regular discussions with parents when they bring and collect their children. As a result, some children benefit from a two-way flow of information which supports their learning because you find out about what their interests are and share this with parents. For example, you observed that some children enjoy pretending to cook pizza. You discussed this with the parents and planned a cooking activity where children helped to make their own pizza.

However, you lack knowledge of children's backgrounds and cultures. You describe some children by their colour and make assumptions about their nationality. You have not obtained information from parents about their children's abilities and interests before they start and therefore children do not always settle easily. You describe how you have difficulty communicating with some parents and children whose home language is not English. You know only one word in their home language. You have not made any attempts to learn some familiar words which might support children and help them to communicate and settle. You regularly take children on outings to groups, for example toddler groups, but you do not take into consideration the individual needs of children. Most children enjoy these outings but children who do not have English as a home language are bewildered and clingy. You provide repetitive activities which lack challenge for children whose home language is not English in an attempt to improve communication with them. For example, you encourage children to pass you toy money. Therefore some children are treated less favourably than others and do not have challenging and enjoyable experiences because you do not have sufficient information about them and because their home language is not English.

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

Next steps

We will take enforcement action to ensure compliance with children's welfare and/or learning and development requirements.

Our Reference 148251

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

Yours sincerely

Lorna Fitzjohn
National Director, Childminding

Actions

Action	Due date	Closed date
keep a written record of accidents or injuries and first aid treatment	04/02/2014	10/02/2014
support children who speak English as an additional language by giving them opportunities to experience a rich language environment, including opportunities to develop and use their home language in play and learning and to reach a good standard in English language	04/02/2014	10/02/2014
make the following information available to parents: information about the activities the children will undertake, copies of the written statements of safeguarding procedures and complaints procedures and Ofsted's address(compulsory part of the Childcare Register)	04/02/2014	10/02/2014
keep the following records: the name, home address and date of birth of each child looked after on the premises; the name, home address and telephone number of a parent/guardian/carer of each child who is looked after; a daily record of the names of the children, their hours of attendance and any accidents which occur on the premises (compulsory part of the Childcare Register)	04/02/2014	10/02/2014
keep the following records: the name, home address and date of birth of each child looked after on the premises; the name, home address and telephone number of a parent/guardian/carer of each child who is looked after; a daily record of the names of the children, their hours of attendance and any accidents which occur on the premises (voluntary part of the Childcare Register)	04/02/2014	10/02/2014
obtain written parental permission for all children to take part in outings	04/02/2014	10/02/2014
ensure effective systems are in place which promote equality of opportunity, so	04/02/2014	10/02/2014

that inappropriate attitudes and practices are challenged and adults provide good role models to encourage children to value diversity and difference and to respect others

ensure the following information is recorded for each child: full name; date of birth; name and address of every parent and/or carer who is known to the provider (and information about any other person who has parental responsibility for the child); which parent(s) and/or carer(s) the child normally lives with; and emergency contact details for parents and/or carers	04/02/2014	10/02/2014
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maintain a daily record of the names of the children being cared for on the premises and their hours of attendance	04/02/2014	10/02/2014
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put in place a procedure for dealing with concerns and complaints from parents and/or carers, and keep a written record of any complaints, and their outcome	04/02/2014	10/02/2014
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make available to parents and/or carers details about how to contact Ofsted, if they believe the provider is not meeting the legal requirements	04/02/2014	10/02/2014
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keep parents up-to-date with their child's learning and development, including the range and types of activities and experiences provided, the daily routines of the setting and how parents and carers can share learning at home	04/02/2014	10/02/2014
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make details of policies and procedures available to parents, including the procedures to be followed if a parent fails to collect a child at the appointed time, a child goes missing, and the complaints procedure	04/02/2014	10/02/2014
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obtain and share information regularly with professionals, parents and carers and other early year providers to allow an effective two-way flow of information that informs planning and supports effective teaching	04/02/2014	10/02/2014
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plan a challenging and enjoyable experience for each child in all areas of	04/02/2014	10/02/2014
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learning and development, taking into consideration their individual needs, interests and stages of development

establish children's starting points when they first attend and carry out ongoing observations and assessments in order to understand children's abilities, interests and learning styles. Shape appropriate learning experiences for each child by reflecting on observations and assessments and planning a mix of adult-led and child-initiated activity	04/02/2014	10/02/2014
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ensure the current certificate of registration is displayed at the setting and shown to parents and/or carers on request	04/02/2014	10/02/2014
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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 (compulsory part of the Childcare Register)	04/02/2014	10/02/2014
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ensure there is a written statement of procedures in relation to complaints which relate to the requirements of the Childcare Register and which a parent makes in writing or by email (compulsory part of the Childcare Register)	04/02/2014	10/02/2014
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keep a written record, for a period of three years, of these complaints including the outcome of the investigation and the action the provider took in response (compulsory part of the Childcare Register)	04/02/2014	10/02/2014
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ensure the premises and equipment used for the purposes of the childcare are safe and suitable for that childcare(compulsory part of the Childcare Register)	05/02/2014	10/02/2014
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ensure that the childcare is accessible and inclusive by not refusing to provide childcare or treat any child less favourably than another child by reason of the child's home language(compulsory part of the Childcare Register)	04/02/2014	10/02/2014
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undertake a risk assessment of the	04/02/2014	10/02/2014
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premises and equipment: at least once in each calendar year, and immediately, where the need for an assessment arises (compulsory part of the Childcare Register)

make the following information available to parents: Ofsted's address(compulsory part of the Childcare Register)	04/02/2014	10/02/2014
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inform Ofsted of changes of circumstance as soon as they can (no later than 14 days after the change occurs) (compulsory part of the Childcare Register)	04/02/2014	10/02/2014
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display the certificate of registration in the premises on which childcare is provided (compulsory part of the Childcare Register)	04/02/2014	10/02/2014
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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 (voluntary part of the Childcare Register)	04/02/2014	10/02/2014
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make the following information available to parents: information about the activities the children will undertake ,copies of the written statements of safeguarding procedures and complaints procedures and Ofsted's address(voluntary part of the Childcare Register)	04/02/2014	10/02/2014
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ensure there is a written statement of procedures in relation to complaints which relate to the requirements of the Childcare Register and which a parent makes in writing or by email(voluntary part of the Childcare Register)	04/02/2014	10/02/2014
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keep a written record, for a period of three years, of these complaints including the outcome of the investigation and the action the provider took in response(voluntary part of the Childcare Register)	04/02/2014	10/02/2014
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ensure the premises and equipment used for the purposes of the childcare are safe and suitable for that childcare(voluntary	04/02/2014	10/02/2014
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part of the Childcare Register)

ensure that the childcare is accessible and inclusive by not refusing to provide childcare or treat any child less favourably than another child by reason of the child's home language(voluntary part of the Childcare Register)	04/02/2014	10/02/2014
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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(voluntary part of the Childcare Register)	04/02/2014	10/02/2014
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make the following information available to parents: information about the activities the children will undertake; copies of the written statements of safeguarding procedures and complaints procedures(voluntary part of the Childcare Register)	04/02/2014	10/02/2014
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ensure effective systems are in place which promote equality of opportunity, so that inappropriate attitudes and practices are challenged and adults provide good role models to encourage children to value diversity and difference and to respect others	14/03/2014	
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support children who speak English as an additional language by giving them opportunities to experience a rich language environment, including	14/03/2014	
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opportunities to develop and use their home language in play and learning and to reach a good standard in English language

plan a challenging and enjoyable experience for each child in all areas of learning and development, taking into consideration their individual needs, interests and stages of development 14/03/2014

establish children's starting points when they first attend and carry out ongoing observations and assessments in order to understand children's abilities, interests and learning styles. Shape appropriate learning experiences for each child by reflecting on observations and assessments and planning a mix of adult-led and child-initiated activity 14/03/2014

ensure that the childcare is accessible and inclusive by not refusing to provide childcare or treat any child less favourably than another child by reason of the child's home language (compulsory part of the Childcare Register) 14/03/2014

ensure that the childcare is accessible and inclusive by not refusing to provide childcare or treat any child less favourably than another child by reason of the child's home language (voluntary part of the Childcare Register) 14/03/2014