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1st Friends Day Nursery
Our Lady of Gillingham
2a Ingram Road
Gillingham
Kent
ME7 1YL

Our Reference EY236227

Dear Mrs Suzanne Pigott

Monitoring for provision judged as inadequate

An Ofsted inspector, Clare Hanson, monitored your provision on 03/03/2014 following your inspection where the provision was judged to be inadequate.

Outcome of monitoring

As a result of our inspection on 14/11/2013, we sent you a notice to improve. The actions you were set are included at the end of this letter.

During the monitoring visit, the inspector discussed with you the steps you had taken to address the actions raised in the notice to improve. She observed interaction between the staff and children, spoke to you and your partner Mary Eleftheriou and spoke to staff members. The local authority advisor attended the feedback. She confirmed that you have not received any support from them since the judgement of inadequate was given.

You have developed a clear action plan for you and your team to address the issues raised at the last inspection and this has been successful in helping you move forward. You have retrained all the staff in safeguarding during a staff meeting. You discussed your policies with them and offered them scenarios to work with. Staff responded well and in discussion with the inspector were clear about the procedure should they have concerns. They were also very clear about the whistle blowing policy should they feel their concerns have been ignored. While it is difficult at this point to assess the impact these actions have, you demonstrate that you are taking effective action to remind all staff that they must take prompt action to protect children from harm.

You have reviewed and revised the behaviour management policy. Alongside your staff you have introduced behaviour management books in each room. Staff record any issues which the key person is then made aware of and you also check the books on a monthly basis to ensure issues are dealt with. You intend to review any

issue raised in the book with the appropriate staff to ensure any necessary action is taken. If an issue is found you and the staff member will work with the parents and introduce a behaviour plan. You stated you would seek outside support if necessary. One member of staff spoken to during the inspection reflected how the system is already working effectively with one of her key children. She was able to pick up issues that other staff have recorded in the book and is working with parents to provide additional support when managing behaviour.

You have introduced systems to monitor staff practice by carrying out regular observations of the staff. You then give them both written and verbal feedback and work with them where necessary to amend their practice. You are hoping to extend this further by working with another provider to carry out observations on each other's staff to learn more about your staff's practice.

You have reviewed the systems for monitoring children's progress to ensure every child's learning and care is planned to meet their individual needs. You have introduced a visual system which allows all staff to quickly identify where each child is in their development. You have sent a member of staff on training on different methods to monitor progress. As a result of the training the member of staff meets with every member of staff to look at the development of each of their key children. They compare the assessment they have individually made of the child's progress and then discuss the findings. This discussion then helps confirm each child's progress and informs the planning to ensure all children are appropriately challenged.

You have reflected on the practice within the setting and updated the self-evaluation form to demonstrate the changes you have made. You take into consideration the views of staff and parents. You stated that you found this to be a useful tool to help you reflect.

Support was not forthcoming from the Local Authority as a result of a policy decision. You will not be able to access any training offered by the Local Authority as you will not receive government funding for free place entitlement. The representative from the Local Authority confirmed this to be the case. You have been proactive in meeting the actions raised at the last inspection and resourcing help and support from others.

Having considered all the evidence, the inspector is of the opinion that the setting has taken prompt and effective action to address the points for improvement.

Next steps

The next step will be a full inspection.

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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

Nick Hudson
National Director, Early Education

Actions

Action	Due date	Closed date
ensure all management and staff have up-to-date knowledge, with particular regard to the nursery safeguarding policy and procedures, and they are able to implement these effectively at all times to safeguard children	15/11/2013	03/03/2014
ensure that children's behaviour is managed in a suitable manner (voluntary part of the Childcare Register).	15/11/2013	03/03/2014
develop systems for monitoring and evaluating the provision effectively to ensure children's needs are placed before the daily routine, and key weaknesses are identified and addressed to help maintain continuous improvement	21/11/2013	03/03/2014
support staff to interact, engage and reflect on different ways children learn, so that all children receive appropriate support and challenge in their learning and development	21/11/2013	03/03/2014
ensure there is a key person assigned to each child when they start attending the setting to help children become familiar with the setting and to offer a settled relationship for the child and their family	21/11/2013	03/03/2014
improve the monitoring of children's progress to ensure every child's learning and care is tailored to meet their individual needs.	21/11/2013	03/03/2014
implement a written statement of procedures to be followed for the protection of children, intended to safeguard the children being cared for from abuse and neglect (compulsory part of the Childcare Register).	15/11/2013	03/03/2014
implement a written statement of procedures to be followed for the protection of children, intended to safeguard the children being cared for from abuse and neglect (voluntary part of the Childcare Register).	15/11/2013	03/03/2014

implement an effective behaviour management policy and procedure to support all children's personal, social and emotional development; include how children will be enabled to manage their feelings and behaviour, and how clear and consistent boundaries and behaviour management strategies will be put into practice	21/11/2013	03/03/2014
ensure that children's behaviour is managed in a suitable manner (compulsory part of the Childcare Register).	15/11/2013	03/03/2014