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TLC Neighbourhood Nursery and
Family Learning Centre
T L C College
Dunstall Heights, 1 Dunstall Road
Wolverhampton
West Midlands
WV6 0LZ

Our Reference EY310537

Dear Miss Sarah Louise Simm

Monitoring for provision judged as inadequate

An Ofsted inspector, Christine Armstrong, 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 03/12/2013, 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 have taken to address the actions raised in the notice to improve. She observed interaction between staff and children throughout the nursery. The inspector also spoke to you, your manager and deputy manager and to a representative from the local authority. She looked at your risk assessments, records of vetting, supervision, mentoring processes and planning.

The inspector found that you have welcomed support from your local authority and you have used their guidance to develop an action plan to address the issues raised at your last inspection. As a result, you have introduced systems that are helping you to evaluate the quality of practice and the impact this has on the outcomes for children. This is enabling you to continue to identify how to address the areas for improvement identified at your last inspection and to plan for ongoing improvement.

You have made good progress in addressing issues relating to the quality of provision for children under two years. You have made the decision not to place training apprentice staff with children under two years. You have also obtained a number of new resources and reorganised the playroom, which is providing better support for children's self-initiated play. Your deputy is working very closely with staff in this room to ensure they plan and implement a range of appropriately challenging and stimulating activities that are based upon children's individual interests and

abilities. As a result, staff have a better understanding about how to tailor their interactions with each child. Consequently, staff are providing a much better range of resources and activities for children under two years, which supports the progress children make.

You have consulted an independent company to support you in performance managing your staff team. As a result, you have put in place appropriate arrangements for the supervision, support, coaching and monitoring of staff, which is increasing their knowledge, skills and performance. You have identified further training needs of staff who work with children under two years, which has led to some staff attending further training courses. You have also been carrying out spontaneous observations to monitor the quality of staff interactions and activities. You are using these observations to inform your supervision sessions with individual members of staff, which has led to them improving their performance. You are aware some staff still require further support to improve their performance and you have plans in place to support this.

You still have to continue to focus on ensuring children aged two to three years are benefiting from challenging and enjoyable learning experiences across all areas of learning. You are adopting the same successful approach you have used with staff who work with children under two years. You will be continuing to work with your deputy to support and coach staff to help them improve their performance. As a result, you are well on track to ensure this is achieved by the next inspection.

To ensure the premises and equipment are suitable and safe for children you have addressed all of the safety issues identified at the last inspection. This has included sectioning off the area where hot water is used and removing all blinds. In addition, all staff have received further training on the dangers of water and choking. To ensure risk assessments are used to include and minimise all risks to children you have sought an evaluation and guidance from an independent risk assessment company. As a result, you have devised daily safety checks and you and your deputy are responsible for checking that these have been carried out. However, you still need to ensure staff are risk assessing all situations on an ongoing basis throughout the day to ensure they are recognising any potential hazards that may arise. You are aware of this and on track to meet this by the next inspection because you are continuing to support staff's awareness through spontaneous observations, evaluation of staff's performance, individual supervision and discussions during staff meetings.

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.

Our Reference EY310537

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 that the premises and the equipment are suitable and safe for children and that risk assessments are used to include and minimise all risks to children	25/04/2014	
ensure that staff working with children under two are sufficiently trained and supervised so that they are able to meet the needs of children in this age group, particularly when feeding them, so that the children remain safe in the setting	03/03/2014	03/03/2014
provide challenging and enjoyable learning experiences for all children across all areas of learning to help all children make good progress	30/04/2014	
ensure appropriate arrangements are in place for the supervision of staff and to provide support, coaching, supervision and monitoring, in order to increase staff's knowledge and skills and improve performance	03/03/2014	03/03/2014
ensure there is an adequate range of resources and activities for children aged under two years.	03/03/2014	03/03/2014