

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

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

An Ofsted inspector, Esther Gray, monitored your provision on 03/02/2014 following your inspection where the provision was judged to be inadequate.

### **Outcome of monitoring**

As a result of our inspection on 20/12/2013, we sent you a welfare requirements notice. The actions you were set are included at the end of this letter.

To improve the quality of education and care for children you were required to: ensure risk assessments identify all aspects of the environment that need to be checked on a regular basis, in this instance the example is with specific regards to unlocking fire doors each morning and securing the metal window grills, ensure all staff develop the necessary skills to manage children's behaviour effectively, taking into consideration the age of the child and stage of development, ensure all staff develop the necessary skills to manage children's behaviour effectively, taking into consideration the age of the child and stage of development, ensure each child is assigned a key person as they move from one playroom to another in order to tailor the care and learning to meet each child's individual needs and offer a settled relationship for the child and parents and improve the supervision provided for staff to ensure they understand and agree targets set, to improve their practice and receive effective support, coaching and training, especially when new procedures are implemented, in order to promote the interests of children.

These welfare requirement notice actions were required to be in place by 30 January 2014.

A further action was also required to be completed by 30 January 2014. This was issued as a notice to improve as follows:

- include the name of the Special Educational Needs Co-ordinator in the equal opportunities policy that is shared with parents (Equal Opportunities)

In addition to these actions we issued a notice to improve, which required you to take action by the 3 March 2014 as follows:

- ensure there is a balance of purposeful, challenging, child-initiated play opportunities for all children taking into consideration their individual learning needs, age and stage of development and particular interests (Learning and Development)
- improve the interactions between adults and children to prepare children for the next stage of the routine and guide and support the characteristics of effective teaching and learning (Learning and Development)
- ensure staff understand the level of all children's achievements and consistently discuss this with parents in order to effectively shape learning experiences so that all children make good progress in their learning (Learning and Development)

A further four actions were identified that matched the actions raised above but related to the compulsory and voluntary part of the Childcare Register.

A monitoring visit was carried out on 3 February 2014. During this visit it was found that a written response had been received by Ofsted and immediate action had been taken to address the concerns raised. The revised risk assessment check lists, for example, are being monitored to ensure the checks are carried out on a daily basis and the fire exit is unlocked each day. The setting is secure and risk assessment documents are specific and staff sign their name and what they are checking. They all aim to have first aid training and there is a designated member of staff who holds a relevant paediatric first aid training certificate, who is present at all times. The next step for the nursery is to develop staff awareness further. This will help them identify new risks as they present. They are aware that they need to develop their understanding of their role and responsibility in risk assessment by identifying where any risk presents and in identifying how they minimised the risk immediately as well as communicate this new risk to leaders and managers to find a permanent solution. The nappy changing mats have been discarded when they are no longer hygienic and are cleaned each time they are being used. The staff also monitor the temperature in sleep room on thermometer to ensure that when children are using this room it is the optimum temperature for a sleeping child.

There are systems in place to improve transitions for children between rooms. These are logged and transition meetings between staff inform the child's key person. This has improved communication and staff said they all know their children and parents well. For instance, in the toddler's room, 'Little cubs', there are next steps sheets given to parents and a sticker chart for good behaviour shared with the parents. This enables both parent and nursery key person to provide continuity of care for each child by following similar lines both in the nursery and at home.

Leaders and managers are conducting observations and supervisions with staff in

monitoring staff performance. Targets are set and managers are identifying the weaknesses and strengths of the setting. They have set up a reflective accounting system for each room so staff and managers gain feedback and have had no further concerns raised since October 2013. There is a training matrix in place and all staff have had in-house training in managing behaviour. The staff team have used their staff meetings to consolidate the knowledge gained from that training. They have also identified that a new training manual is coming out in March 2014; from this they are able to identify their future training opportunities.

As a result of this focussed action, the welfare requirement notice is met. Although the nursery staff had more time before they were required to meet some of the actions identified in the notice to improve they have also made considerable steps forward in meeting the actions as follows: The Special Educational Needs Policy has been revised and the Special Educational Needs Coordinator's name has now been included in the policy.

The training needs for staff have been identified. Consequently, planning is now being tailored to every individual child by all key people working with each child. The routine of the day has been changed from 'key worker groups' in the morning to 'free flow play' and there have been changes made to the layout and use of rooms on the first floor, which enable the children to play where they wish too. This improvement enhances the opportunities for children to find their own ways to represent and develop their own ideas. They can now build on their previous play ideas and experiences and this promotes the opportunity for children to think creatively and flexibly, solve problems and link ideas. Whilst some of these plans have yet to embed and be sufficiently tried and tested to ensure that the new systems are working well and that all staff understand and can follow the new ways of working, sufficient steps have been taken to allow a full inspection to take place.

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.

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
include the name of the special educational needs coordinator in the equal opportunities policy that is shared with parents	30/01/2014	03/02/2014
ensure there is a balance of purposeful, challenging, child-initiated play opportunities for all children taking into consideration their individual learning needs, age and stage of development and particular interests	18/03/2014	03/02/2014
improve the interactions between adults and children to prepare children for the next stage of the routine and guide and support the characteristics of effective teaching and learning	18/03/2014	03/02/2014
ensure staff understand the level of all children's achievements and consistently discuss this with parents, in order to effectively shape learning experiences so that all children make good progress in their learning.	18/03/2014	03/02/2014
ensure that the premises and equipment used for the purposes of childcare are safe and suitable for that childcare (compulsory part of the Childcare Register)	30/01/2014	03/02/2014
ensure the premises and equipment used for the purposes of childcare are safe and suitable for that childcare (voluntary part of the Childcare Register)	30/01/2014	03/02/2014
ensure that children's behaviour is managed in a suitable manner (compulsory part of the Childcare Register)	30/01/2014	03/02/2014
ensure that children's behaviour is managed in a suitable manner (voluntary part of the Childcare Register).	30/01/2014	03/02/2014