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Our Reference 148251

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

An Ofsted inspector, Heather Allen, monitored your provision on 17/03/2014 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.

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 lacked knowledge of children's backgrounds and cultures. You described some children by their colour and made assumptions about their nationality. You had not obtained information from parents about their children's abilities and interests before they started and therefore children did not always settle easily. You described how you had difficulty communicating with some parents and children whose home language was not English. You knew only one word in some children's home language. You had 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 had not taken the individual needs of some children into consideration. Most children enjoy these outings but children who do not have English as a home language became bewildered and clingy. You provided repetitive activities which lacked challenge for children whose home language is not English in an attempt to improve communication with them. For example, you encouraged children to pass you toy money. Therefore some children were treated less favourably than others and did not have challenging and enjoyable experiences because you did not have sufficient information about them and because their home language is not English.

Following our visit we issued you with a welfare requirements notice requiring 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.

We also issued you with a notice to improve that asked you to 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; 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; and 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.

An inspector visited you on 17 March 2014 to monitor your progress in meeting the actions required in the welfare requirements notice and notice to improve. Your current certificate of registration was displayed.

You have liaised proactively with the local authority and received helpful support, including attendance on a course relating to equal opportunities and English as an additional language. Families from other nationalities and cultures have benefitted because you have found out about their backgrounds and festivals and shared traditional foods. Children who have English as an additional language have settled and interacted well with other children and visitors. Their communication and language skills have been supported and their knowledge of English has improved because you have obtained dual language books and obtained details of familiar words in their home language. You have involved parents with their children's learning and development by encouraging them to read the dual language books at home in their own language and then reading the book yourself to children in English. Children also enjoy looking at family photographs which parents have supplied.

You have liaised with parents about children's interests and abilities and used this information to plan activities which children will be interested in and enjoy. For example, you have planned activities round the theme of 'Transport'. You have taken children on outings to get books about transport from the library. You have used outings to support children in different areas of learning such as counting cars on the way to school and looking at different types of transport such as buses. You have started to observe and assess children's knowledge and understanding and the progress they have made towards the early learning goals.

However, we found there are still some areas indoors and outdoors which pose a risk to children. Although you carry out regular risk assessments, you have failed to identify that the outdoor climbing frame is located on concrete and children would therefore be at serious risk of injury if they fell off. In addition, although there is a gate in place which prevents children accessing the back garden, smaller children could potentially crawl under the gate. This places children at risk as the back garden has access to a fish pond.

In addition, the indoor area used by children could pose a risk to their health. A used litter tray was within easy access of children. In addition, children ate snacks which they had dropped onto the carpet earlier and where animals were walking.

Following our visit we issued you with a welfare requirements notice requiring you

to: ensure that risk assessments are robust so that premises and outdoor spaces are safe for children to use, in particular ensure children cannot access areas that are hazardous and are not at risk of injury when using outdoor climbing equipment; and ensure the premises are clean and hygienic and areas used by pets do not pose any risk to children's good health, including ensuring that litter trays are inaccessible to children and children do not eat on areas used by pets.

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.

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
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	17/02/2014
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	14/03/2014	17/03/2014
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	17/03/2014
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	17/03/2014
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	17/03/2014
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	17/03/2014
ensure the premises are clean and	15/04/2014	

hygienic and areas used by pets do not pose any risk to children's good health, including ensuring that litter trays are inaccessible to children and children do not eat on areas used by pets

ensure that risk assessments are robust so that premises and outdoor spaces are safe for children to use, in particular ensure children cannot access areas that are hazardous and are not at risk of injury when using outdoor climbing equipment 15/04/2014

undertake a risk assessment of the premises and equipment and ensure that all necessary measures are taken to minimise any identified risks (compulsory part of the Childcare Register) 11/04/2014

undertake a risk assessment of the premises and equipment and ensure that all necessary measures are taken to minimise any identified risks (voluntary part of the Childcare Register) 11/04/2014