

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)



Little Dreams Day Nursery  
393 Ashford Road  
STAINES  
Middlesex  
TW18 1QG

Our Reference EY446151

Dear Mrs Harbinder Dalal

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

An Ofsted inspector, Elizabeth Juon, monitored your provision on 13/03/2014 following your inspection where the provision was judged to be inadequate.

### **Outcome of monitoring**

As a result of our inspection on 26/09/2013, we sent you a welfare requirements notice. The actions you were set are included at the end of this letter.

In order to meet requirements relating to Child protection, Suitable people, Staff qualifications, training, support and skills, Key person, Staff: child ratios, and Information and records, you were required to implement a policy and procedures to safeguard children, including following the action to be taken in the event of an allegation being made against a member of staff; follow your policy to ensure that practitioners are not under the influence of alcohol or any other substance which may affect their ability to care for children; ensure there is a named deputy who is capable and qualified to take charge in the manager's absence; assign each child a key person so that every child's care is tailored to meet their individual needs, to offer a settled relationship for children and build a relationship with their parents; inform parents of the name of the key person and their role when a child starts attending a setting, and ensure that all staff are aware of who their key children are; demonstrate ratios are consistently met, as set out in the requirements for the Statutory Framework for the Early Years Foundation Stage; ensure that staffing arrangements meet the needs of all children to ensure their safety and ensure that children are adequately supervised by sufficiently qualified staff in all areas of the premises; maintain the daily record of the children being cared for on the premises, their hours of attendance and the names of each child's key person and ensure these records are easily accessible and available; ensure that confidential information and records about staff and children are held securely and only accessible and available to those who have a right or professional need to see them

In addition, you were issued with a notice to improve which required you to address

actions relating to Staff qualifications, training, support and skills; Information and records; and the areas of learning and development and assessment. The notice to improve asked you to ensure that you maintain the required records and they are easily accessible and available, including information on all staff qualifications; all staff have a clear understanding of their roles and responsibilities and ensure that all staff receive effective induction training, especially with regards to child protection; that appropriate arrangements are in place for the supervision of staff who have contact with children and families; provide support, coaching and training for staff to promote the interests of children, and foster a culture of mutual support, teamwork and continuous improvement which encourages the confidential discussion of sensitive issues; that staff observe children to understand their level of achievement, interests and learning styles, and then shape learning experiences for each child reflecting those observations; that each area of learning and development is implemented through planned, purposeful play and through a mix of adult-led and child-initiated activity and that staff respond to each child's emerging needs and interests, guiding their development through warm, positive interaction; that children receiving childcare are kept safe from harm; and that no person smokes, or consumes or is under the influence of drugs or alcohol on the premises at any time while childcare is provided, or in the presence of a child receiving childcare.

At the monitoring visit on 25 November 2013, we found that satisfactory progress had been made in relation to meeting the Early Years Foundation Stage (EYFS) safeguarding and welfare requirements.

The provider has demonstrated a satisfactory capacity for improvement and a willingness to make changes to help ensure children's safety and wellbeing. The required documentation has been updated including staff files, children and staff attendance and policies and procedures. The more consistent staff team is in place with the provider managing the setting and there is evidence that adult:child ratios are maintained. This encourages children's emotional well-being and security in the setting. The staff are being made aware through a more thorough induction and on-line training of the policies and procedures including safeguarding procedures. There are planned 1 to 1's and appraisals arranged with staff to identify their training needs. The staff team have held staff meetings. The setting has received support and training information from the local authority early year's advisors to help the provider and staff improve their working practices and understanding of the EYFS requirements. A qualified staff member has been named to be in charge should the manager be absent and all children are assigned a key person. The staff are currently getting to know the children and assess their individual needs to enable planning of suitable activities and to encourage positive interactions between adults and children. We found some simple observations of children have begun however the activities on offer for the children lacked focus and were not planned to help children make progress in any specific area. These learning and development requirements remain an area for improvement.

The actions set have either been met or are on the way to being met therefore we do not need to re-issue any of the notices to improve. We will assess the improvements made to the planning of the educational programme at the next visit to ensure children's individual learning and development needs are met; and to

ensure the improvements made can be sustained.

At the monitoring visit on 16 December 2013, we found satisfactory progress had again been made and previous improvement had been maintained, in relation to the EYFS requirements. The staff team had remained consistent since the last visit and a new qualified staff member has been appointed. The children were using their age appropriate base rooms. These measures provide the opportunity for children to gain emotional security with the adult appointed as key person, and to be safe and comfortable in the setting. The record keeping and required documentation has been updated and improved. All staff have had a 1 to 1 supervision and their roles and responsibilities reinforced. Staff have undertaken recent on-line safeguarding training and have the opportunity to attend other relevant training in 2014 provided by the local authority early years department. These measures help to promote children's safety and wellbeing within the setting. The EYFS learning and development requirements are still in the early stages of improvement. There is now a weekly activity sheet and observations and assessments of children's progress have begun. The staff team were observed to be taking responsibility for improvements and working together for the benefit of the children. We will continue to assess the overall improvements to the educational programme to ensure there is a full programme of planned, purposeful play that meets the needs of all the children and helps them to make progress. In addition the EYFS safeguarding and welfare requirements must be maintained at all times.

As a consequence of an investigation visit on 19 November 2013 we found children of all ages had free-flow access to all rooms. However, there had been no risk assessments undertaken of the activities and resources within reach of younger children and hazards were identified that could potentially cause harm to a younger child. Following the visit we issued a welfare requirements notice that asked the provider to,

- ensure there is a clear and well-understood policy, and procedures, for assessing any risks to children's safety, and review risk assessments regularly (Safety and suitability of premises, environment and equipment)
- ensure risk assessments identify aspects of the 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, with particular regard to risk assessing the activities and resources that are available to children (Safety and suitability of premises, environment and equipment).

These actions for improvement were also monitored at the visit on 16 December 2013 and found to have been met. A more thorough risk assessment was in place that all staff understood and the children were playing in the suitably resourced base rooms where hazards are minimised.

At the monitoring visit on 13 March 2014, we found there has been continued satisfactory improvement to meet the EYFS requirements. Progress has been made in observation, assessment and planning to provide a programme of worthwhile activities to meet children's needs and help them make progress. There are now

learning journey records for all children and progress is tracked through the seven areas of learning. This will ensure children's progress and achievement is monitored. The information about children's development is shared with parents. The small number of children attending the setting are supported by sufficient adults to maintain staff: child ratios. Unfortunately since the last monitoring visit there has been some staff changes which is disruptive to children's emotional wellbeing and feelings of security. The manager remains consistent however and provides a role model for cooperation and team working to ensure children are safe and their needs met by an appointed key person. The staff team have yet to complete the safeguarding children training organised by the local authority, the last sessions were cancelled because of the very severe winter weather in the area and will be re-scheduled for staff to attend. The next visit will be a full inspection.

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 |
|---|------------|-------------|
| ensure you maintain the required records and they are easily accessible and available, including information on all staff qualifications  | 13/12/2013 | 25/03/2014  |
| ensure that all staff have a clear understanding of their roles and responsibilities and ensure that all staff receive effective induction training, especially with regards to child protection  | 13/12/2013 | 25/03/2014  |
| ensure appropriate arrangements are in place for the supervision of staff who have contact with children and families   | 13/12/2013 | 25/03/2014  |
| provide support, coaching and training for staff to promote the interests of children, and foster a culture of mutual support, teamwork and continuous improvement which encourages the confidential discussion of sensitive issues   | 13/12/2013 | 25/03/2014  |
| ensure that staff observe children to understand their level of achievement, interests and learning styles, and then shape learning experiences for each child reflecting those observations  | 13/12/2013 | 25/03/2014  |
| ensure that children receiving childcare are kept safe from harm (compulsory part of the Childcare Register)  | 22/11/2013 | 25/03/2014  |
| ensure that no person smokes, or consumes or is under the influence of drugs or alcohol on the premises at any time while childcare is provided, or in the presence of a child receiving childcare. (compulsory part of the Childcare Register)   | 22/11/2013 | 25/03/2014  |
| ensure that each area of learning and development is implemented through planned, purposeful play and through a mix of adult-led and child-initiated activity and that staff respond to each child's emerging needs and interests, guiding their development through warm, positive interaction | 13/12/2013 | 25/03/2014  |