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Nature's Nursery Ltd  
The School House  
Long Street  
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Our Reference EY365334

Dear Natures Nursery (Royton) Ltd.

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

An Ofsted inspector, Joan Isabel Madden, monitored your provision on 07/04/2014 following your inspection where the provision was judged to be inadequate.

### **Outcome of monitoring**

As a result of our inspection on 17/02/2014, we sent you a welfare requirements notice. The actions you were set are included at the end of this letter.

The welfare requirement notice required you to ensure the vetting process is robust and that records are kept including the disclosure and barring service reference number, the date a disclosure was obtained and details of who obtained it.

In addition to the welfare requirement notice we sent you a notice to improve that required you to: improve the educational programme for communication and language by ensuring that staff ask open-ended questions and allow children enough time to respond in order to develop thinking skills; ensure when planning and guiding children's activities that staff take into account the different ways that children learn and reflect these in their practices particularly with children's critical thinking in the pre-school room and ensure inappropriate practices relating to care practices, such as nappy changing are challenged and improved.

An inspector, Joan Madden monitored your provision on 7 April 2014, following your inspection where the provision was judged to be inadequate with enforcement.

In response to the welfare requirement notice set the inspector found staff to be suitably vetted.

The inspector found that in response to the action relating to communication and language staff have accessed training to build upon and improve the educational programme for communication and language. Additionally, staff have taken part in

work shops to hone their skills in phrasing open-ended questions. The impact of the development work is that staff are employing more open-ended questions with children and are more aware of allowing children time to answer. The management see this is on-going development with staff who will continue to receive support from the local authority. They are monitoring staff and encouraging them to do peer-on-peer observations to promote the use of open-ended questions. Staff now incorporate key language e.g. vocabulary and key questions into their planning. On the day of the visit staff in the pre-school room were observed deploying open-ended questions throughout story time. They allowed the children time to formulate their responses. Good progress has been made with this action.

The inspector found that in response to the action relating to how children learn, staff have taken part in training provided by the local authority to become aware of the different ways in which children learn particularly focusing on critical thinking. Through discussion and in planning staff were able to demonstrate they are now beginning to incorporate opportunities for children to learn through critical thinking by enabling them to develop their own ideas, make links and choose their own way of achieving an outcome. This is reflected in the new planning sheets. Good progress has been made with this action.

The inspector found that in response to the action relating to care practices staff acted immediately in that it was reiterated to all staff the importance of respecting children's dignity whilst carrying out duties connected to their individual care needs. An equal opportunity policy has been reviewed and remains in place to which all the staff are expected to work to it all times. Staff were encouraged to reflect on how they approached children when carrying out their individual care needs and to ensure this was done sensitively. Senior staff are monitoring staff and encouraging them to do peer-on-peer monitoring to ensure they respect children's dignity and privacy.

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

In conjunction with the monitoring visit the inspector also carried out an investigation as on 3 March 2014, we received information about children scratching other children. The inspector assessed whether the provider was meeting the Early years Foundation Stage welfare requirements for W5.1 Staff to child ratios, in particular staffing arrangements must meet the needs of all children and ensure their safety. W6.3 Accident or injury, in particular provider must inform parents of any accident or injury sustained by the child on the same day, or as soon as reasonably practicable, of any first aid treatment given. W10.4 Complaints in particular all providers must investigate written complaints relating to their fulfilment of the EYFS requirements and notify complainants of the outcome of the investigation within 28 days of having received the complaint.

We do not investigate to prove or disprove a complaint but use the information to

check if the childcare provider is meeting all legal requirements.

The inspector found that staff were taking proactive steps to resolve the problem relating to unacceptable behaviour. However, the provider did not provide the complainant with sufficient or satisfactory information on the outcome of the investigation within 28 days of having received the written complaint.

Following our investigation, we sent the provider a notice of action to improve that asks the provider to:

ensure the complainant of written complaints are informed of the outcome of the investigation within 28 days of having received the complaint (Complaints W10.4 3.73)

ensure the parents who make written complaints are informed in detail (in writing or by email if the parent requests this) of the outcome of the complaint (Procedures for dealing with complaints CR7.4)

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
improve the educational programme for communication and language by ensuring that staff ask open-ended questions and allow children enough time to respond in order to develop thinking skills	20/05/2014	12/05/2014
ensure there are effective systems for ensuring any person caring for, or in regular contact with children are suitable to work with them (compulsory part of the Childcare Register)	04/03/2014	08/05/2014
ensure there are effective systems for ensuring any person caring for, or in regular contact with children are suitable to work with them (voluntary part of the Childcare Register).	04/03/2014	08/05/2014
ensure when planning and guiding children's activities that staff take into account the different ways that children learn and reflect these in their practices particularly with children's critical thinking in the pre-school room	20/05/2014	12/05/2014
ensure inappropriate practices relating to care practices, such as nappy changing are challenged and improved.	20/05/2014	12/05/2014