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Stepping Stones Community  
Organisation & Pre-school  
75-77 Raymond Street  
Hanley  
STOKE-ON-TRENT  
ST1 4DP

Our Reference EY439671

Dear Stepping Stones Community Organisation Committee

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

An Ofsted inspector, Kamaljit Kaur Jandu, monitored your provision on 09/06/2014 following your inspection where the provision was judged to be inadequate.

### **Outcome of monitoring**

As a result of our inspection on 20/01/2014, we sent you a welfare requirements notice. If you were set actions at the inspection, or as a result of our subsequent monitoring or investigations, these are included at the end of this letter unless we have already verified that they have been completed.

The welfare requirements notice required you to: ensure supervision provides staff with effective support, coaching and training and fosters a culture of mutual support and continuous improvement, ensure there is a named deputy who has the skills and is capable to take charge in the manager's absence, ensure there are effective arrangements for meeting all children's individual needs, especially children with special educational needs and/or disabilities, when the key person is absent and ensure all staff consistently give clear explanations to children about the rules and boundaries set and help them understand why some behaviour is unacceptable and why, so that children behave appropriately and show respect for others.

We also sent you a notice of action to improve which asked you to: ensure all staff receive induction training to help them understand their roles and responsibilities

A monitoring visit took place on 9 June 2014. The provider has undertaken self-evaluation and has an action plan in place to improve the areas identified. A programme of supervision for staff in order to provide effective support, coaching and training has been implemented. Supervision sessions have been undertaken with staff and their strengths and any areas for development are identified. A training skills matrix is in place and training and workshops are booked. There is a named

deputy who has developed her knowledge of the role. Supervision is undertaken with the deputy to ensure she is capable and competent. The manager ensures that any gaps in her knowledge are discussed with her to make sure she can manage effectively in her absence. Arrangements for meeting all children's individual needs, especially children with special educational needs and/or disabilities have been improved. The key person role is shared between three staff so that children are well supported when one person is absent. Links with the Local Authority are in place to support children with special needs or disability.

Arrangements for managing the behaviour of children have been improved. A new reward system has been implemented, in conjunction with children and parents. Children are given lots of praise and encouragement and their achievements are celebrated. For example, when a child achieves 8 stars, they are given a prize, which they show great pride in. Staff implement this system consistently, giving clear explanations to children about the rules and boundaries set, and help them understand why some behaviour is unacceptable. During the visit, children were observed to be well supported by staff in chosen activities and no unwanted behaviours were observed.

The manager has undertaken induction training and induction procedures are in place for new staff to help them understand their roles and responsibilities. New staff are supervised and given guidance in their role to help them work effectively.

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 all staff receive induction training to help them understand their roles and responsibilities   | 21/04/2014 | 09/06/2014  |
| ensure that children's behaviour is managed in a suitable manner (compulsory part of the Childcare Register)   | 21/04/2014 | 09/06/2014  |
| ensure that children's behaviour is managed in a suitable manner (voluntary part of the Childcare Register).   | 21/04/2014 | 09/06/2014  |
| WRN: ensure there is a named deputy who has the skills and is capable to take charge in the manager's absence  | 28/05/2014 | 09/06/2014  |
| WRN: ensure supervision provides staff with effective support, coaching and training and fosters a culture of mutual support and continuous improvement  | 28/05/2014 | 10/06/2014  |
| WRN: ensure there are effective arrangements for meeting all children's individual needs, especially children with special educational needs and/or disabilities, when the key person is absent  | 28/05/2014 | 09/06/2014  |
| WRN: ensure all staff consistently give clear explanations to children about the rules and boundaries set and help them understand why some behaviour is unacceptable and why, so that children behave appropriately and show respect for others | 28/05/2014 | 09/06/2014  |