

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
Web: www.ofsted.gov.uk



Little Folks Day Nursery & Out of
School Club
Paget Junior & Infant School
Paget Road
BIRMINGHAM
B24 0JP

Our Reference EY470170

Dear Mishi Nurseries Limited

Monitoring for provision judged as inadequate

An Ofsted inspector, Lucy Showell, monitored your provision on 12/06/2014 following your inspection where the provision was judged to be inadequate.

Outcome of monitoring

As a result of our inspection on 13/03/2014, we sent you a notice to improve. 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.

During the monitoring visit the inspector discussed with you the steps you have taken to address the actions raised in the notice to improve. She looked at your current action plans and those for future improvement. She had discussions with managers and staff, in order to assess their understanding of their roles and responsibilities. She reviewed the available staffing records and evidence of ongoing professional development and considered how improvements have been made to the sharing and use of information between staff, parents and school staff. The inspector also spoke with a member of the Birmingham Playcare network who are affiliated with the local authority.

The inspector found that you have created comprehensive action plans to address the issues raised at your last inspection. You are developing systems to evaluate the quality of practice and the impact this has on outcomes for children. This has enabled you to accurately identify how improvements are implemented, who is responsible and the timescales to work to. These plans also demonstrate your commitment to ongoing improvement.

You demonstrated that you understand that records must be easily accessible and available for inspection. The inspector found that you now have records with regard

to staff first-aid qualifications, staff details, staff recruitment and evidence of the newly appointed manager's qualifications. Consequently, the way that children's health and safety is promoted is clear. You also explained how you are developing an improved system, across the organisation, which aims to streamline the information onto the computer. This will improve the accessibility and reduce the need to have the actual documents at each setting and to aid confidentiality.

The inspector found that you have appointed a new manager who is onsite each day and has responsibility for the provision. You explained that you have also ensured that clear contingency arrangements are in place to continue the management support in the event of her absence. You confirmed that staff now have a clear understanding of their roles and responsibilities and foster a culture of mutual support, teamwork and continuous communication. This is because the manager is able to provide ongoing direction and advice to support staff practice, which is having a positive impact on staff's ability to work together effectively. You are in the process of completing regular supervisions and appraisals, which means that staff's ongoing professional development is being fostered, in order to promote children's progress.

You have improved your relationships with parents and school staff. Key persons are more proactive in their engagements with parents, teachers and children, in order to gather relevant information to ensure that children's care and learning is tailored to meet their individual needs. For example, you explained that specific strategies for managing behaviour are agreed in order to provide consistency in approach. The inspector found that staff have obtained an information leaflet from each of the class teachers, which outlines the topics and some activities that the children are doing in class. This means that key persons are able to link the activities that they provide so that they complement the learning that takes place in school.

You also stated that you are looking at co-ordinating opportunities for staff within the organisation to meet with families who speak the same languages, in order to build a rapport and to be able to translate and ask or answer relevant questions. You have gathered a bank of key words and phrases that you intend to use to enable children to use their home language at the setting. You explained that, looking forward, you are considering ways to involve the parents more and particularly looking at parents coming to do activities with children to raise awareness of different cultures, countries and languages. In addition to this, you want to set up a family forum across the organisation. This is so that parents can share experiences and link with other families as well as providing opportunities to gain the views and opinions about the provision, to use in their evaluations. This means that you are developing a two-way flow of information between parents and schools, to regularly share information about children's learning and development, specifically to support children who speak English as an additional language.

The inspector identified that you recognise that there are still improvements to be made. You are developing the arrangements for reviewing, monitoring and evaluating the effectiveness of inclusive practices to ensure that valuing diversity and difference is effectively promoted, with particular regard to supporting children who speak English as an additional language. You agreed that much has changed over recent weeks since the management restructure and that you are concentrating on making the improvements required. It is therefore, a little early to fully evaluate and monitor the impact of the changes in place. However, you showed determination in your approach and are keen to follow valuable advice and guidance, which you stated is helping you to assess practice, identify additional areas for improvement and ensure that valuing diversity and difference is effectively promoted. Discussions with the local authority representative during the visit, confirmed that clear plans are in place, and open dialogue continues to identify the ongoing improvements being made.

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 that records are easily accessible and available for inspection, with regard to staff first aid qualifications, staff details, staff recruitment, evidence of ongoing professional development for staff and evidence of the manager's qualifications	14/03/2014	12/06/2014
ensure that all staff have a clear understanding of their roles and responsibilities and foster a culture of mutual support, teamwork and continuous communication, by ensuring the manager is onsite on a day-to-day basis at the setting	14/03/2014	12/06/2014
use the information gained from observations to plan for a range of activities that complement the learning that takes place in school is complemented	30/05/2014	19/06/2014
ensure each child's key person engages with parents, teachers and children in order to ensure children's care and learning is tailored to meet their individual needs	30/04/2014	12/06/2014
establish a two-way flow of information between parents and schools, to regularly share information about children's learning and development, specifically to support children who speak English as an additional language	30/04/2014	12/06/2014
improve the arrangements for reviewing, monitoring and evaluating the effectiveness of inclusive practices to ensure that valuing diversity and difference is effectively promoted; this is with particular regard to supporting children who speak English as an additional language.	30/04/2014	12/06/2014