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Ducklings Opportunity Group  
Meir Community Centre  
Pickford Place  
Meir  
Stoke on Trent  
ST3 7DY

Our Reference EY404277

Dear Ducklings Opportunity Group Committee

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

An Ofsted inspector, Christine Armstrong, monitored your provision on 01/07/2014 following your inspection where the provision was judged to be inadequate.

### **Outcome of monitoring**

As a result of our inspection on 09/04/2014, 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 observed children's arrival to the group and had discussions with five parents about safety procedures at arrival and departure times. The inspector also spoke to all of your staff and to a representative from the local authority. She looked at your risk assessments and records of staff vetting, appraisal and supervision.

The inspector found that you have welcomed the support offered by your local authority. You have used their guidance to develop a plan of action to address the issues raised at your last inspection. You have also used their guidance to help you to evaluate the quality of practice and the impact this has on outcomes for children. This has enabled you to accurately identify how to address the areas for improvement identified at your last inspection and to plan for ongoing improvement.

The inspector found that you have been successful in ensuring the premises are secure and that children can only leave when they are supervised by parents. You have successfully embedded robust safety procedures, which have been developed by you and your staff. This includes the procedure of only four children being received into your care, or handed over to parents at any one time. It also includes

all staff having a specific role during arrival and departure time. For example, one member of staff has the specific role to monitor the corridor as children arrive and depart from the building. She is very vigilant in ensuring the main door to the building is not left open and children remain with their parents until they have been accepted into the playroom, or left the building. The role of opening the door to allow children into and out of the playroom is your responsibility. Another senior member of staff undertakes this responsibility in your absence. All staff demonstrate they have a clear understanding of their designated role, which they carry out effectively. They are also fully familiar with all other roles. This means they are able to competently undertake different roles, if required. As a result, children are kept safe and secure.

You have kept parents fully informed of the changes that you have made. This means parents are fully aware of and able to follow the new procedures. Parents report that they like the new procedures and they feel that their children are kept very secure. They also feel that their children benefit from a more organised approach to the start and end of the session. You have undertaken continual evaluation of the effectiveness of these changes, which has included unannounced checks by a representative from the local authority. As a result, you and your staff demonstrate a heightened awareness of the importance of prioritising children's safety above beyond all other duties. This has led to a review of other safety procedures, such as the procedure staff follow when they take children to the outdoor play area. As a result, a new road crossing has been painted on the car park and staff use a walking bus strategy, which enhances children's safety.

The inspector found that you have developed focused staff supervision sessions, which you are currently embedding into practice. This is promoting continual improvement. As a result, you and your staff are beginning to identify further areas for improvement, which you are acting upon. This has included the introduction of additional working hours for staff, in order to complete written tasks. This means that staff can be more focused on their interactions with children at all times.

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 the premises are secure and that children can only leave when they are supervised by individuals who have been notified to the provider by the parent	09/04/2014	01/07/2014
ensure that all staff have a clear understanding of their roles and responsibilities and recognise the importance of prioritising children's safety above and beyond all other duties	23/04/2014	01/07/2014
develop and embed robust systems for overseeing the smooth running of the setting, including regular focused supervision for staff, to swiftly identify any weaknesses in practice and promote continual improvement.	07/05/2014	01/07/2014
ensure that children receiving childcare are kept safe from harm (compulsory part of the Childcare Register)	09/04/2014	01/07/2014
ensure that a child is unable to leave the premises unsupervised (voluntary part of the Childcare Register)	09/04/2014	01/07/2014