

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



Giggles 4 Kids Ltd
Giggles
25c Elliott Road, West Howe
Industrial Estate
BOURNEMOUTH
BH11 8LQ

Our Reference EY416369

Dear Giggles 4 Kids Ltd

Monitoring for provision judged as inadequate

An Ofsted inspector, Maria Lumley, monitored your provision on 15/08/2014 following your inspection where the provision was judged to be inadequate.

Outcome of monitoring

As a result of our inspection on 28/05/2014, 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.

During the visit the inspector discussed with you the steps you have taken to address the actions raised in the notice to improve. The inspector spoke to the manager, staff and owner, reviewed the nursery policy and procedure with regards to observations, planning and key persons and had a tour of the nursery.

The inspector discussed with you the action you have taken to ensure that there is an effective key-person system in place. You explained how room leaders meet with parents before children start at the nursery. Information relating to children's individual likes, dislikes and abilities are discussed and documented. This means that staff can plan activities tailored to individual children's needs from day one. The room leader monitors who the child gravitates towards and this member of staff is allocated as the child's key person within their first week, helping them to feel safe and secure. You explained that the key persons are responsible for completing observations and planning for children's next steps. The quality of these records is inconsistent as not all staff are fully aware of the system yet. However, you continue to work with staff to help develop and improve their practice. Parents are encouraged to contribute to children's learning journals and daily diaries which help to establish links and maintain sharing of information with parents. At the initial meeting with room leaders, parents share any specific needs that children may have. This includes discussing where children are learning English as an additional

language and ways that staff can support this. You shared the newly implemented starting packs which record this information. Staff research languages so they are able to support children at the nursery. You explained that staff talk to children about their extended families, where they live, how they dress and foods they eat. Resources such as puppets and picture cards are available to help children express their emotions and needs.

The inspector asked how you ensure that babies have access to outdoor areas on a daily basis. You explained that staff write weekly plans which include opportunities for babies to play outside. However, when the inspector views these plans there is limited evidence of this. Staff from the baby room accept that there are weaknesses in their planning but they confirm that in practice babies do access the outdoor play area every day. The inspector views babies' daily diaries and learning journals where she finds some evidence that outdoor play features as part of the daily routine.

The inspector discussed with you the support you have received from the local authority's development team. In addition to the discussion, the inspector was able to view reports from these meetings. These evidenced the support and training you have received and the efforts being made to address the actions. You talk positively of the help you have received.

Prior to the monitoring visit taking place, concerns had been received by Ofsted about some of the practices in your nursery. These concerns related to recruitment processes, staff not deployed appropriately, accident records not fully completed, children outside with limited access to water and no sun cream in very hot weather, poor behaviour management, insufficient food & drink and the garden not being fit for use. The inspector investigated the concerns at the monitoring visit. She found that there was no reason for further action as requirements relating to all the concerns were being met.

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 staff's understanding of their key-person role to help children feel secure and to include effective sharing of information with parents and planning activities tailored to meet children's needs	26/06/2014	
provide opportunities for children to use their home language in their play and learning in order to support their learning of English	28/08/2014	
ensure that babies have regular opportunities to use the outdoor area	04/06/2014	