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Toddletown Pre-School Nursery  
Chiswick Tennis Club  
Burlington Lane  
London  
W4 3EU

Our Reference EY465291

Dear Toddletown Nursery and Daycare Ltd.

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

An Ofsted inspector, Jennifer Liverpool, monitored your provision on 18/09/2014 following your inspection where the provision was judged to be inadequate.

### **Outcome of monitoring**

As a result of our inspection on 18/06/2014, 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 at your last inspection. She viewed a range of documentation, which included the staff records, the risk assessment, and accident and incident records. The inspector also viewed the activity plans and some policies and procedures. The inspector observed the areas used by the children, indoors and outdoors. She discussed the methods you use to monitor staff's practice and support their professional development. The inspector spoke to the staff and observed their interaction with the children. She looked at your activity plans and sampled children's observation and assessment records. The inspector also had discussions over the phone with the local authority advisor who has been supporting you.

The inspector found that you have put in place procedures to ensure that the monitoring of staff's suitability is robust. For example, you carry out Disclosure and Barring Service checks on staff. You also request identity checks and references on staff to assess and make decisions about their suitability to work with children. In addition, you now require staff to disclose any issues that could disqualify them from working with children. The inspector also found that you have reviewed the arrangements for keeping and maintaining staff records so that they can be readily available for inspections. You have reviewed the safeguarding policy and this has been expanded to include guidance on the use of cameras and mobile phones. You explained that the safeguarding policy has been shared with staff at staff meetings

and during new staff's induction. You also said that staff members are booked to go on safeguarding training. The inspector found that the safeguarding document now provides staff with the necessary information to guide their practice and improve safeguarding procedures to promote children's welfare.

The inspector viewed your risk assessment and completed an observation of the play room outdoors and other areas that children have access to. She found that you have replaced the fence panels in the outdoor play area and you have identified and taken action to reduce trip hazards indoors. The inspector is satisfied that the procedures that you have put in place help to provide a safe and secure environment where children can explore, play and learn. You have taken steps to improve record keeping and the maintenance of documentation to help support children's well-being. For example, records of children's dietary requirements are now clearly detailed and readily available to staff so that they know which foods children are allergic to or are not allowed to eat.

The inspector found that you have developed a system for supervision sessions to be held with staff to support their practice, address any performance issues and identify their training needs. You explained that that an induction process has been introduced to make sure new staff know their roles and responsibilities and the way in which the setting operates. The inspector found that you have worked with the local authority advisors to put processes in place to promote support and extend children's communication and language skills. You are now helping staff to review their practice in order to promote children's learning and development. This is through taking account of children's interests and using information from children's observation and assessments to inform future planning. In addition to this, you have developed short-term activity plans that include examples of open questions that staff can use to encourage children to think, reason and express their own ideas. You also explained how staff are beginning to introduce new vocabulary in relation to themes and projects to help support children's language development. The inspector found that you and the staff use visual cues to help children learning to speak English understand what is being said. The staff spoken to state that they use circle time sessions to encourage children to talk with each other in a group situation to help develop their confidence in speaking. You explained that staff have been booked onto training which focuses on adult-child interaction and how to extend children's language and communication skills.

The discussion with staff showed that you have improved practice with regards to the key-person system. This has been accomplished through introducing children and their parents to the nursery, such as visits before the child starts, home visits and a settling-in review meeting with parents. The sharing of information means that the key-person system now contains more detailed information to support the children at the start of their placement and improve partnership with parents.

Having considered all the evidence, the inspector is of the opinion that at this time you have taken prompt and effective action to address the points for improvement.

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
develop staff knowledge of the learning and development requirements so that they consider the individual needs, interests and stages of development of each child to plan a challenging and enjoyable experience for each child effectively in all areas of learning and development	19/07/2014	03/09/2014
develop consistency in the quality of teaching in order to improve the delivery of educational programmes, in particular to further improve children's communication and language skills	19/07/2014	03/09/2014
provide training for all practitioners so they understand, and can implement, the provision's safeguarding policy and procedures in line with Local Safeguarding Children Board procedures	19/07/2014	03/09/2014
put in place appropriate arrangements for supervision and appraisals of practitioners, so that areas for development are identified and addressed	19/07/2014	03/09/2014
ensure that all staff have an effective induction process and understand their individual roles and responsibilities before they start to work with children	19/07/2014	03/09/2014
ensure staff recruitment procedures are robust by making sure background suitability checks, including from the Disclosure and Barring Service, are carried out on all practitioners and that references are sought; also keep clear records of these checks and make sure they are readily available for inspection	18/06/2014	03/09/2014
ensure that the key-person system works effectively to meet children's needs, especially when children are new to the setting and settling in	19/07/2014	03/09/2014

implement a system for recording accidents and incidents	19/07/2014	03/09/2014
ensure risk assessments identify existing hazards to children's safety, and remove these hazards to prevent risk of injury to children	19/07/2014	03/09/2014
maintain accurate and relevant records relating to any special dietary requirements a child may have.	19/07/2014	03/09/2014