

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



Positive Steps West Byfleet  
West Hall  
Parvis Road  
WEST BYFLEET  
Surrey  
KT14 6EY

Our Reference EY460544

Dear Positive Steps Children's Day Nursery Limited

### **Monitoring for provision judged as good**

An Ofsted inspector, Nikki Whinton, monitored your provision on 25/06/2014 following your inspection where the provision was judged to be good.

### **Outcome of monitoring**

As a result of our inspection on 28/04/2014, 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.

The welfare requirements notice had a completion date of 20 June 2014 and required you to: improve the key person system so that consistent staff support children's care and learning needs as soon as they start at the nursery; improve staff deployment to ensure children's care and learning needs are met at all times, particularly for the babies and younger children; improve the arrangements for the monitoring and supervision of staff to ensure these identify any practice issues and ensures consistently good or better staff performance; improve the complaints procedure to ensure that all complaints are robustly investigated and a clear and comprehensive log is kept of the outcome of each complaint. You were also issued with a notice to improve that had a completion date of 20 June 2014 and required you to: ensure a written record of complaints is kept which includes the outcome of the investigation and the action the provider took in response (compulsory and voluntary parts of the Childcare Register).

An inspector visited you on 25 June 2014 to monitor your progress. The inspector discussed with your representatives the steps you had taken to address the actions raised in the welfare requirements notice and notices to improve. The inspector scrutinised the environment and documentation, spoke to staff, observed the children and the staff and their interactions. The inspector found that you had reviewed the key person system. Each child's allocated key person is now clearly

identified in the daily register, in order to highlight for each member of staff their key carer responsibilities. Significant recruitment and re-deployment of key staff has taken place. As a result, there are now consistent staffing teams in each of the base rooms, to assist in the building of strong bonds between children and their carers, in order to promote each child's care and learning needs.

The arrangements for the monitoring and supervision of all staff has been reviewed and updated. Additional members of the management team have been employed within the setting, to oversee staff practice. The manager now completes daily unannounced written observations of the staff, which are used to inform regularly planned supervision meetings and to help promote the staff's professional development. The complaints procedure has been reviewed and there is evidence that complaints are robustly investigated and the outcomes recorded within the complaints log.

It was found through the investigation process that the procedures for staff recruitment had not been robust in the past. However, the process had been reviewed, with new checks and balances put in place to ensure the systems for the recruitment of staff were rigorous and effective.

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