

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



Step By Step Nursery
1 Bridge Avenue
Hammersmith
London
W6 9JA

Our Reference 402846

Dear Nelson Child Care Limited

Monitoring for provision judged as inadequate

An Ofsted inspector, Julie Whitelaw, monitored your provision on 09/03/2015 following your inspection where the provision was judged to be inadequate.

Outcome of monitoring

As a result of our inspection on 08/12/2014, 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 requirement notice required you to comply with the Statutory Framework for the Early Years Foundation Stage in relation to suitable people. You were also issued with a notice of action to improve in relation to staff: child ratios; health; managing behaviour and learning and development.

The steps you were required to take were detailed in full in the notices sent to you on 22 December 2015.

During the monitoring visit on 9 March 2015, the inspector discussed with you and the staff the steps that had been taken to address the welfare requirement notice and the notice of action to improve. She observed practice during lunch time and in the outside play area. The inspector also looked at documentation in relation to staff suitability and learning and development.

At the visit it was found that a Disclosure and Barring Service (DBS) check is in place for most members of staff. People whose suitability has not been checked do not change nappies, take children to the toilet and are not left alone with children. Staff files are now easily accessible and contain relevant information to demonstrate staff suitability. Appropriate systems are in place to recruit suitable staff which ensures children's safety.

The inspector observed that staff are appropriately deployed to support children's learning and ensure their safety. During lunch time staff sit at each table to supervise the children and engage them in conversation as they eat their meal. In the outside play area staff are effectively deployed to support children and supervise them as they play.

Staff appropriately manage children's behaviour. They praise good behaviour, which promotes children's self-esteem. Children are learning to manage their feelings because staff explain why certain behaviour is unacceptable and encourage children to share and take turns.

Staff are beginning to plan activities for the outside play area. However, this was not in place on the day of the inspection because the member of staff who usually completes the planning was away the previous week. Management did not ensure that this was carried out by another member of staff. Some staff know the children well and can explain how they are challenging them to make progress in their learning. However, this is not consistent for all staff. Staff observe children and assess what stage they are at. Evidence was seen that they are identifying the next steps in children's learning. However, when planning is completed it does not always show what the learning intention of the activity is and it does not show how it will help individual children make progress in their learning. Therefore not all staff are able to support children to make progress.

During the inspection it was observed that risks within the setting had not been effectively identified and minimised. For example, the temperature of food had not been tested before it was served to children, therefore it may have burnt a child if eaten before it cooled. Also the gate at the top of the stairs, leading into the outside play area, could be easily opened by a child as the latch was broken. A child may have been able to leave this area unnoticed by staff and potentially could have fallen down the stairs.

A further notice to improve will be issued which asks the provider to:

take all reasonable steps to ensure that children are not exposed to risks and demonstrate how you are managing the risks. This refers to the risk posed by hot food being served to children and the risk that children may open the gate, at the top of the stairs in the outside play area, unnoticed by staff.

The setting receives support from the local authority. They have assisted the provider to draw up an action plan to help them to make the required improvements and will carry out training on observation, planning and assessment in the near future.

Having considered all the evidence, the inspector is of the opinion that the setting has not taken prompt and effective action to address the points for improvement.

Next steps

The next step will be further monitoring.

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 all records relating to staff suitability are easily accessible and available	19/01/2015	09/03/2015
deploy staff effectively to provide adequate supervision to ensure children are safe at all times, particularly when using the outdoor area	19/01/2015	09/03/2015
ensure that behaviour-management strategies are implemented effectively, particularly when supporting children's individual needs in large groups	19/01/2015	09/03/2015
ensure planned activities and resources are used to engage children's interests and to effectively challenge and support their learning, particularly in the outdoor environment	19/01/2015	
ensure that observation, assessment and planning are used effectively to closely match children's next steps for learning; and that all children are effectively supported and challenged to make sufficient progress, given their age, abilities and starting points.	19/01/2015	
ensure that every person caring for, or in regular contact with, children is suitable to work with children, which must include obtaining an enhanced Disclosure and Barring Service check (compulsory part of the Childcare Register)	22/12/2014	09/03/2015
ensure that children's behaviour is managed in a suitable manner, particularly when supporting children's individual needs in large groups (compulsory part of the Childcare Register)	19/01/2015	09/03/2015
deploy staff to ensure the safety and welfare of the children for whom the childcare is provided (compulsory part of	19/01/2015	09/03/2015

the Childcare Register)

ensure that every person caring for, or in regular contact with, the children is suitable to work with children, which must include obtaining an enhanced Disclosure and Barring Service check (voluntary part of the Childcare Register)	22/12/2014	09/03/2015
---	------------	------------

ensure that children's behaviour is managed in a suitable manner, particularly when supporting children's individual needs in large groups (voluntary part of the Childcare Register)	19/01/2015	09/03/2015
---	------------	------------

deploy staff to ensure the safety and welfare of the children for whom the childcare is provided (voluntary part of the Childcare Register).	19/01/2015	09/03/2015
--	------------	------------

WRN: implement effective recruitment and vetting procedures to ensure that all staff and any other person who is likely to have regular contact with children, are suitable, including completing Disclosure and Barring Service checks	05/01/2015	09/03/2015
---	------------	------------

WRN: ensure individuals whose suitability has not been checked, do not have unsupervised contact with children being cared for	05/01/2015	09/03/2015
--	------------	------------

take all reasonable steps to ensure that children are not exposed to risks and demonstrate how you are managing the risks. This refers to the risk posed by hot food being served to children and the risk that children may open the gate, at the top of the stairs in the outside play area, unnoticed by staff.	10/03/2015	
--	------------	--