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Piggy Banks Day Care Nursery Ltd
2 Wellington Lane
Farnham
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GU9 9BA

Our Reference EY289547

Dear Mrs Patricia Banks

Monitoring for provision judged as inadequate

An Ofsted inspector, Nikki Whinton, monitored your provision on 04/02/2014 following your inspection where the provision was judged to be inadequate.

Outcome of monitoring

As a result of our inspection on 09/10/2013, we sent you a welfare requirements notice.

The welfare requirements notice had a completion date of 4 November 2013 and required you to take the following action to meet the requirements of registration; demonstrate that leadership and management have a secure understanding of the correct safeguarding processes to follow in line with the guidance and procedures of the relevant Local Safeguarding Children Board (LSCB); demonstrate a clear knowledge and understanding of all appropriate action to be taken in response to any allegations of serious harm or abuse by any person looking after children at the premises; demonstrate that all practitioners have a secure understanding of the need to notify, without delay the local children's social care services, and in emergencies, the police, about concerns regarding children's welfare.

We also issued a notice to improve asking you to take the following steps by 4 November 2013 to meet the requirements of registration; ensure there are appropriate arrangements in place for the supervision of staff, including management, to provide support, coaching and training that fosters a culture of mutual support, teamwork and continuous improvement; improve monitoring of practice to ensure that all staff looking after children are suitable to fulfil the requirements of their roles; improve on-going assessment in all areas of children's development to help them reach their full potential.

A monitoring visit was carried out on 5 November 2013 and you were making satisfactory progress. You and your staff articulated a clear understanding of the correct procedures to follow if there was a safeguarding concern. You had been in

discussion with your Local Authority Designated Officer since your inspection. As a result, you had reviewed and updated your safeguarding policy and procedures and disseminated them to your staff. You were now spending more time in the setting, working alongside your duty managers, monitoring and overseeing staff practice. You had reviewed and revised your education programme, in order to complete effective observational assessments of children's achievements, identify any gaps, promote children's learning and help them fulfil their potential. You had arranged for staff to attend targeted training.

However, the designated member of staff for safeguarding had not completed required training and there were no effective supervision arrangements in place to promote individual staff's development and continuous improvement. As a result, Ofsted issued you with a notice to improve with a completion date of 31 January 2014, in respect of these issues. In addition, you had failed to notify Ofsted of a significant event. On this occasion Ofsted decided not to take any further action in respect of the failure to notify. However, it may be taken into account if there is a similar such failure in the future.

A further monitoring visit was carried out on 4 February 2014. The inspector found that the designated member of staff for safeguarding had attended required training. They had a secure knowledge of safeguarding matters and knew the correct procedures to follow if they had a safeguarding concern. You have now put in place regularly planned supervision arrangements for all staff, to support effective team working and promote individual staff's professional development.

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

Lorna Fitzjohn
National Director

Actions

Action	Due date	Closed date
demonstrate that there are appropriate arrangements in place for the supervision of staff, including management, to provide support, coaching and training that fosters a culture of mutual support, teamwork and continuous improvement (Staff qualification, training, support and skills)	31/01/2014	05/02/2014
demonstrate that the designated practitioner with lead responsibility for safeguarding children has attended an appropriate child protection training course that enables them to identify, understand and respond appropriately to signs of possible abuse and neglect (Child protection)	31/01/2014	05/02/2014