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Children & Family Unit  
Ackroyd Community Centre  
Ackroyd Road  
London  
SE23 1DL

Our Reference 974144

Dear Ms Angela Elaine Ishmael

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

An Ofsted inspector, Jennifer Fisher, monitored your provision on 20/02/2014 following your inspection where the provision was judged to be inadequate.

### **Outcome of monitoring**

As a result of our inspection on 08/10/2013, we sent you a welfare requirements notice. The actions you were set are included at the end of this letter.

The welfare requirements notice required you to: ensure that one person who has a current paediatric first aid certificate is on the premises at all times when children are present, and must accompany children on outings; ensure that each child is assigned a key person whose role is to help ensure that every child's care is tailored to meet their individual needs, to help the child become familiar with the setting, offer a settled relationship for the child, build a relationship with their parents and support transitions; and ensure there is a clear, well-understood and effective policy, and procedures, for assessing any risks to children's safety, and review risk assessments regularly.

A notice to improve was also sent that required you to: put appropriate arrangements in place for the supervision of staff who have contact with children and families; Provide support, coaching and training for practitioners and promote the interests of children, foster a culture of mutual support, teamwork and continuous improvement; ensure that the daily record of the names of the children being cared for on the premises, their hours of attendance and the names of each child's key person is kept up to date and is accurate; improve the education programmes for physical development to fully support children's health and self-care and provide opportunities for children to learn about ways to keep healthy and safe; improve the educational programme for language and communication by ensuring that all staff make the most of opportunities to talk to children and encourage them to share their ideas and thoughts throughout the daily routines; ensure that at least one person who is caring for children has an appropriate first aid qualification (compulsory and voluntary part of the Childcare Register); ensure that the equipment used for the

purposes of the childcare are safe and suitable for that childcare (compulsory and voluntary part of the Childcare Register); ensure that all necessary measures are taken to minimise any identified risks (compulsory and voluntary part of the Childcare Register).

Overall effectiveness of the improvement and outcomes for children

At the first monitoring visit on 03 December 2013, the regulatory inspector found, through observation, discussion and documentation that you had met the welfare requirements raised following the inspection and you were making progress on the actions that were raised within the timescales. The systems being used were yet to be fully embedded and evaluated. Consequently, a further monitoring visit was needed to check the sustainability of the progress made. An additional action was raised at this visit which asked you to: ensure that staff are deployed well to provide adequate supervision of children and to ensure that children's needs are met.

At the second monitoring visit of 20 February 2014, the inspector found that the leadership and management of the setting are striving to improve the care, learning and development of children. You have identified areas for improvement through self-evaluation and your own Quality Improvement Audit plan. You are engaging with the Early Years team for on-going support. You have taken action to tackle the areas identified at the inspection and subsequent monitoring visit. There is still work to do to ensure that improvements are sustained and fully imbedded into practice.

Staff have completed paediatric first aid training. There are arrangements in place to ensure that there is at least one person who has a current paediatric first aid certificate present at all times on the premises and on outings. Signs are displayed clearly identifying who the named first aider is on site and there are arrangements in place to ensure that there is a rolling programme for staff training. There are new procedures in place for collection of children from school which ensures that first aid arrangements are considered and arrangements made for the event of an emergency.

Every child has been assigned a key worker and this includes a buddy system for when staff are absent. There are systems in place to ensure that there is time at the beginning and end of the day for staff to talk to parents; this is becoming more imbedded into practice and as a result children are happy and settled. You are providing information to parents about roles of staff and you have developed good communication systems in order to receive feedback from parents. You have developed a system for smooth transitions for children, this is working well for children who transfer from the baby unit. You are beginning to establish links with local schools to ensure smooth transitions to school and for children who attend other settings. This is in its early stages and you need to ensure that systems are in place for all children and parents.

Staff are clear about the role of the key person through on-going support and coaching from the manager. Routines have been re-organised to ensure that staff

spend time with their key children during the day, as a result staff are more aware of children's starting points and next steps and they are beginning to ensure that care is tailored to meet the children's individual needs. You need to ensure that next steps for children's learning are communicated effectively with all parents.

You have commissioned an organisational health and safety audit which includes a review of the current policies, practices and risk assessment. You removed immediate risks that were identified at the time of the last inspection. You have met with the staff team and reminded them of their responsibilities and created a daily checklist and toy cleaning rota for staff to complete to ensure that daily safety checks are carried out and toys and equipment are safe. You ensure that staff are equipped with mobile phones whilst on outings and you have updated risk assessments for outings.

You have made improvements to the risk assessment arrangements by ensuring that the risk assessment is specific to the setting. Staff are beginning to improve their understanding of risk assessment, however not all staff are able to fully respond to and act on new hazards as they arise. Since the last visit, a child received a serious injury at the setting. You have taken action to make improvements by carrying out a new risk assessment of the outside area. You followed correct reporting procedures at the time of the accident and after the accident. However, there is a weakness in staff member's ability to identify new hazards as they arise and to take immediate action to reduce the risks or hazards. You must ensure that staff are fully trained in risk assessment and that the systems to identify risks and to take steps to minimise and manage risks are fully imbedded into practice. Accident records lack necessary detail and are not recorded accurately.

You have introduced a system for supervising and providing support to staff. There is a new manager in place, who is providing coaching for staff such as role modelling good practice and regular team and supervision meetings are taking place with staff and managers. Training has been identified and booked for staff and they have been given additional responsibilities. You have arranged training for their new roles. Since the inspection, staff have completed training in Paediatric first aid, SENCO, safeguarding and protecting children, the EYFS and key person approach. You need to ensure that these systems are fully imbedded into practice in order to ensure that there is continuous improvement.

You have system for recording children's arrival and departure times to ensure that they are accurately recorded and reflect attendance. This is fully imbedded into practice.

The educational programme for physical development being developed and staff take opportunities to support children's health and self-care skills, through daily routines such as toileting routine and mealtimes, as a result children are confident in serving their meals and hand washing. Staff have introduced a growing table where they are planting seeds and growing vegetables with the children. Children are learning about healthy eating.

The educational programme for language and communication is under review and

progress is being made in this area. The manager provides on-going coaching to staff and they are becoming more skilled at extending language and they take opportunities to continuously communicate with children through a range of child initiated and adult led activities. Circle time is used well to encourage language and communication and as a result children are making progress and those who need additional support are being identified. This needs to be monitoring regularly to ensure progress and continued improvement.

You have reviewed the rotas and routines of the day. This ensures that staffing is organised and staff are deployed appropriately to meet their needs of the children and to ensure their safety. The free flow system has been reviewed and staff are clear of their roles throughout the day. As a result children are adequately supervised and the atmosphere is calm and children are engaged in activities.

An additional action was raised at the time of the visit that asks you to: ensure that accident records are accurately recorded and that they include necessary detail of accidents or injuries and first aid treatment given.

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 further monitoring.

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**

<b>Action</b>	<b>Due date</b>	<b>Closed date</b>
ensure that equipment and toys, are safe for children to use. Have, and implement, a health and safety policy, and procedures, which covers identifying, reporting and dealing with accidents and hazards.	29/11/2013	20/02/2014
put appropriate arrangements in place for the supervision of staff who have contact with children and families. Provide support, coaching and training for practitioners and promote the interests of children. Foster a culture of mutual support, teamwork and continuous improvement	25/11/2013	20/02/2014
ensure that the daily record of the names of the children being cared for on the premises, their hours of attendance and the names of each child's key person is kept up to date and is accurate	09/10/2013	20/03/2014
improve the educational programmes for physical development to fully support children's health and self-care and provide opportunities for children to learn about ways to keep healthy and safe	29/11/2013	20/02/2014
ensure that all necessary measures are taken to minimise any identified risks (compulsory part of the Childcare Register)	25/10/2013	20/02/2014
ensure that at least one person who is caring for children has an appropriate first aid qualification (compulsory part of the Childcare Register)	25/10/2013	20/02/2014
ensure that the equipment used for the purposes of the childcare are safe and suitable for that childcare (compulsory part of the Childcare Register)	25/10/2013	20/02/2014
ensure that all necessary measures are taken to minimise any identified risks (voluntary part of the Childcare Register)	25/10/2013	20/02/2014
ensure that at least one person who is caring for children has an appropriate	25/10/2013	20/02/2014

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first aid qualification (voluntary part of the Childcare Register)

ensure that the equipment used for the purposes of the childcare are safe and suitable for that childcare. (voluntary part of the Childcare Register) 25/10/2013 20/02/2014

improve the educational programme for language and communication by ensuring that all staff make the most of opportunities to talk to children and encourage them to share their ideas and thoughts throughout the daily routines. 29/11/2013 20/02/2014

ensure that accident records are accurately recorded and that they include necessary detail of accidents or injuries and first aid treatment given. 20/03/2014