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Busy Bees Day Nursery at Chandlers
Ford
Pilgrims Close
Valley Park, Chandler's Ford
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Hampshire
SO53 4SD

Our Reference EY225569

Dear Mrs Margaret Josephine Ann Randles

Monitoring for provision judged as inadequate

An Ofsted inspector, Nikki Whinton, monitored your provision on 26/03/2014 following your inspection where the provision was judged to be inadequate.

Outcome of monitoring

As a result of our inspection on 03/09/2013, we sent you a welfare requirements notice. The actions you were set are included at the end of this letter.

The welfare requirements notice had a completion date of 18 November 2013 and required you to: ensure that children have their needs met at all times through effective deployment of staff and improved organisation of the areas used at arrival times, with particular regard to the care of the babies; develop the key person system and staff knowledge of this role to ensure that children's emotional well-being is supported and that they form secure attachments with their carers; and ensure that all practitioners use effective strategies to support learning that match children's individual needs.

We also sent you two notices to improve that had a completion date of 25 February 2014 and required you to: improve the planning and guiding of activities by ensuring that practitioners reflect in their practice the different ways that children learn, and engage with others and their environment to enable them to become effective and motivated learners; improve systems for the supervision of staff to support, coach and train them, improve their personal effectiveness and ensure consistency across the staff team.

An inspector visited your provision on 19 November 2013 to monitor your progress. The inspector discussed with your manager and management team the steps you had taken to address the action raised in the welfare requirements notice and notices to improve. The inspector spent time in the base rooms talking to staff and children,

observing interactions and scrutinising documentation.

The inspector observed that you now had sufficient staff deployed in each room, including when the setting first opens in the morning. Alterations had been made to the base rooms, to improve the organisation of the provision, create more space for the children and define rooms for eating. Every child had a key person, whose role was to promote each child's individual needs. The inspector observed a calm, caring atmosphere, where most children were engaged in worthwhile activities that captured their interests.

You had put strategies in place to improve the staff's planning of activities to promote children's learning and development. Regular targeted support was being delivered by your training team. Local authority early years advisors were also providing positive input and arranging further training opportunities. You had reviewed the systems for the supervision of staff. Your manager was putting in place regular supervision meetings for all staff, to help inform their personal effectiveness and professional development.

However, the inspector observed that within the 'Tinies' room, the children's key persons were not available for the first hour the setting was open. As a result, the individual needs of each child were not being met, to ensure their emotional well-being was supported or to help them form secure attachments with their key persons. Staff supervision meetings were not yet imbedded in practice to promote staff development. Staff were not routinely using information from assessments to effectively plan activities across, in particular, the prime areas of the curriculum, to promote the next steps in each child's learning and enable them to become effective, motivated learners. As a result, of the monitoring visit, we issued you with a welfare requirements notice with a completion date of 18 December 2013 that required you to; improve staffing arrangements, with particular regard to the care of the babies, in order that key persons are available to support children's emotional well-being and enable the formation of secure attachments with their carers.

An inspector visited your provision on 19 December 2013 to monitor your progress. The inspector discussed with your manager the steps you had taken to address the action raised in the welfare requirements notice. The inspector found that you had put strategies in place to improve the staffing arrangements. Each child now had either their key person or buddy key person available to them throughout their day at your setting. As a result, staff who were well known to the children were present to form secure attachments and to help meet their differing individual needs.

Subsequent to the monitoring visit, concerns were raised with Ofsted. The concerns were that some children were not being effectively supervised or their behaviour managed appropriately, in order to ensure that their safety and individual needs were being met. Concerns were also raised that nappies were not always being changed in a timely manner and some older children were chewing gum brought in from home.

An inspector visited your provision on 4 March 2014, to monitor your progress in regard to the notices to improve due for completion by 25 February 2014 and to investigate the concerns that had been raised. The inspector discussed with your manager the steps you had taken to address the concerns and meet the actions. The inspector spent time in the base rooms talking to children and staff, scrutinising documentation, observing staff practice and the interactions between the staff and the children. The inspector found that you had put appropriate systems in place for the regular supervision of staff, in order to promote their professional development and personal effectiveness. Staff were now regularly planning activities in line with children's interests, completing observational assessments of each child's stage of learning and then using the information to plan further activities to help them develop and become motivated learners.

The inspector found that following the concerns being raised with the setting, the management team took steps to improve staff practice and the quality of the provision. A designated relief member of staff had been assigned to each base room to improve continuity and the care offered to the children. The key persons roles and responsibilities had been reviewed in order to ensure that children's individual needs were met with regard to nappy changing. Daily routines had been revised, particularly around lunchtimes so that sufficient staff were now available in each base room to interact with the children, support their safety and meet their care needs. The setting's behaviour management policy and procedures had been re-visited with staff and parents reminded that no foods should be brought in from home. The layout of each base room had been reviewed and re-arranged where deemed appropriate to promote children's interaction with all areas of the room and aid improved staff deployment. Increased age appropriate photographs and signage of routines, activities and resources had been introduced to base rooms to aid communication. The older children had been given meaningful responsibilities, such as laying tables at mealtimes.

However, the inspector observed that in the pre-school room, children were not always effectively supervised and staff were not consistently using positive strategies to manage children's behaviour and ensure that their individual needs were being met. As a result of the monitoring visit, we issued you with two notices to improve with a completion date of 25 March 2014 that required you to; ensure there are effective behaviour management procedures in place, with particular reference to the pre-school room, to encourage children's positive behaviour; improve the deployment of staff, with particular reference to the pre-school room, to ensure that children are always effectively supervised and that their individual needs are met.

An inspector visited your provision on 26 March 2014 to monitor your progress. The inspector discussed with your manager the steps you had taken to address the actions raised in the notices to improve. The inspector spent time in the base rooms observing the interactions between the children and the staff. The inspector found that all staff had attended further behaviour management training since the inspector's last visit. The deployment of staff had been reviewed. As a result, some changes had been made to help deliver better outcomes for children. The inspector

Our Reference EY225569

observed that throughout the provision, children were actively engaged in worthwhile, stimulating activities and the staff were well deployed to promote the children's care, learning and 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

Nick Hudson
National Director, Early Education

Actions

| Action | Due date | Closed date |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|-------------|
| ensure there are effective behaviour management procedures in place, with particular reference to the pre-school room, to encourage children's positive behaviour (Managing behaviour) | 25/03/2014 | 28/03/2014 |
| improve the deployment of staff, with particular reference to the pre-school room, to ensure that children are always effectively supervised and that their individual needs are met. (Ratios) | 25/03/2014 | 28/03/2014 |