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

Our Reference 974144

Dear Ackroyd Children & Families

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

An Ofsted inspector, Jennifer Fisher, monitored your provision on 01/04/2014 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. 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 unless we have already verified that they have been completed.

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).

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 were striving to improve the care, learning and development of children. You identified areas for improvement through self-evaluation and your own Quality Improvement Audit plan. You were engaging with the Early Years team for on-going support. You took action to tackle the areas identified at the inspection and subsequent monitoring visit. However there was still work to do to ensure that improvements were sustained and fully imbedded into practice. An additional action was raised at the time of the visit that asked you to: ensure that accident records are accurately recorded and that they include necessary detail of accidents or injuries and first aid treatment given.

At the third monitoring visit of 01 April 2014, the inspector observed interaction between staff and children in the nursery and had discussions with staff. The inspector also looked at your action plan and self-evaluation form and other documentary evidence.

The inspector found that you have addressed and made improvement in all actions that were raised at your last inspection. You have carefully considered how you are going to ensure continued improvement and you have a detailed action plan to support this.

The inspector found that staff have all completed paediatric first aid training and this training has been arranged on an ongoing rolling programme. 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 at all times. There are clear procedures in place that are fully understood by staff for

collection of children from school which ensures that first aid arrangements are considered and arrangements made for the event of an emergency.

The inspector found that the key worker system is now established and staff are fully aware of the role of the key person and the individual needs of their key children. Every child has been assigned a key person and consideration of relationships between child and staff is taken into consideration, this also includes a buddy system for when staff are absent. High priority is given to developing an open relationship with parents and there are systems in place to ensure to share information and communicate with parents/carers through parent/carer evenings, newsletters, questionnaires, notice boards and parent/carer forum groups; you have also held Early Years Foundation Stage and Every Child a Talker evenings; this two way communication is imbedded into practice and as a result children are happy and settled. Parent/carers are encouraged to share home interests of children at the setting through the 'interests at home' sheet which is used by the key person to plan meaningful experiences for children. You have developed a system for smooth transitions from baby unit into the nursery and for children entering local schools.

The inspector found that staff ensure that they spend time with their key children during the day, as a result staff are aware of children's starting points and next steps and they ensure that care is tailored to meet the children's individual needs. Parent/carers are offered an opportunity to have a nursery/home book to share information and to support learning. Staff meet with parent/carers regularly to share reports and to discuss the children's development and next steps for children's learning.

The inspector found that you have commissioned an organisational health and safety audit which includes a review of the current policies, practices and risk assessment, this is on-going and you have health and safety training booked for all staff. Risk assessments and daily safety checks are in place and are carried out regularly to ensure that all areas of the environment, including toys, equipment, outside areas and outings are safe for children and hazards are identified and reduced, removed or minimised.

The inspector found that staff's understanding of risk assessment has improved and they are now clear of risk assessment procedures and are able to identify risks and take prompt action as a result children are kept safe.

The systems for recording accidents have been revised and there is a clear procedure in place for reporting and monitoring accidents.

The inspector found that you have a clear and imbedded system for supervising, inducting and providing support to all staff, including the manager and provider. The new manager is in place and well established in her role. The manager provides on

going coaching for staff such as role modelling good practice and regular team and supervision meetings are taking place, as a result staff morale is much more positive and they feel supported. Staff are clear of their roles and responsibilities, and they are beginning to use reflective practise, this means that they have a better understanding of how children learn and develop and ways to support children and meet their needs. Staff are deployed well to support children throughout daily activities. 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.

The inspector found that staff are offered regular training, which has been identified through a training matrix and supervision and team meetings. The staff team meet regularly to ensure knowledge of policies and procedures of the setting, the Early Years Foundation Stage and child development issues. Staff have been given additional responsibilities and they are settling into 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.

The inspector found that 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 inspector found that the educational programme for language and communication has been reviewed and progress is continuing in this area. Staff take opportunities to extend language and they communicate well with children through a range of adult led and child initiated activities. The setting have taken part in the national pilot and introduction of Every Child A Talker project and this is being used to support staff in identifying the stages of language development in children and how best to support them. 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.

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 that accident records are accurately recorded and that they include necessary detail of accidents or injuries and first aid treatment given.	20/03/2014	01/04/2014
ensure that staff are deployed well to provide adequate supervision of children and to ensure that children's needs are met.	30/01/2014	01/04/2014