

## DCSF / NDNA Quality Case Study

### Tic-Toc Nursery, Twickenham, Richmond on Thames

#### Background

Tic-Toc opened in 1989 in two converted Georgian houses which were linked to provide space for the children. The building is split into five classrooms, each one dealing with a specific age group. The setting is registered for 55 children and occupancy runs at around 75%. There are 17 full and part-time staff along with the Director and Deputy who are supernumerary and can help when and wherever required.

The setting is situated in West Twickenham in the London Borough of Richmond upon Thames. It is a relatively affluent area and caters for a number of children from an ethnic background.

#### Developments

Following an Ofsted inspection when the setting received an 'inadequate' judgement, the setting was taken into the local early years team Support and Intervention Programme A. The early years team worked with the management and staff to address the issues raised by the Ofsted Inspector. After considerable hard work and effort by all concerned, a recent inspection showed the setting had moved from 'inadequate' to 'good'.

Everyone at Tic Toc recognises the essential role played by the early years team in providing help and guidance.

As the Director of Tic-Toc states; "Everyone recognises that having the support of the early years team has been essential in achieving the higher Ofsted rating."

#### Quality Assurance

Five key areas were identified as being in need of attention and improvement. There was a need to have processes for the assessment of children in transition to and from different settings. A new transfer form was developed and used for such operations. Room leader's views were given a much higher priority through the introduction of a development form. Parental input was also given a much higher priority in transition cases.

The routines of staff looking after babies in the setting were reviewed and improved. The views of staff were significant in this development.

The early years team has offered considerable support in the development of staff training plans. Requirements and priorities were identified and staff returning from training courses are encouraged to feedback benefits from that course. This has helped the setting develop action plans. Managers and staff all set such plans and have been trained in how to use and monitor these plans.

Management and staff have recognised that proper assessment is crucial. Assessment on a practical level needed to be improved. Reflection is crucial.

According to the director of the setting; “Being able to assess play and procedures in the nursery, and being able to set realistic targets at all levels has been the greatest learning curve since the Ofsted intervention.”

Management has also introduced regular staff meetings and monthly managers meetings.

### **Context**

The setting is situated in the West Twickenham ward of the London Borough of Richmond upon Thames. There are around a dozen towns and villages in the Borough, although more than a third of its land is open space. The Index of Multiple Deprivation 2004 examined communities at a Super Output Area level and no areas within the borough were found to be in the top 10% or 20% of the most deprived areas in the country. In fact, 24 of the borough’s wards were in the 10% least deprived. Furthermore 68 of its wards were in the 25% least deprived.

### **Nursery Details**

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