

Alexandra House
33 Kingsway
London
WC2B 6SE

T 08456 404040
F 020 7421 6855
enquiries@ofsted.gov.uk
www.ofsted.gov.uk



9 December 2008

Mrs R Johnson
The Speech Language and Hearing Centre
1-5 Christopher Place
Chalton Street
London
NW1 1JF

Dear Mrs Johnson

Ofsted survey: good practice in capturing the user voice

Thank you for your hospitality and co-operation and that of your staff, during my visit on 9 December 2008 to look at work on capturing the user voice.

The visit provided valuable information which will contribute to our national evaluation and reporting. Published reports are likely to list the names of the contributing institutions, but individual institutions will not be identified in the main text without their consent.

The evidence used to inform the judgements made included observations of activities, discussions with children, staff, other professionals and parents and scrutiny of records and documentation.

Features of good practice observed

- A whole team approach to engage children is well embedded throughout the work of the centre. Partnerships with other agencies and professionals and a shared holistic approach ensure that children receive excellent levels of support.
- Partnerships with parents are excellent. Parents report that staff know their child well, they are kept well informed and their contribution is valued and acted upon and their children's voices are heard and their needs met.
- Children are actively involved in making decisions and choices about their own work and activities. They inform key decisions about the planning of activities, the purchasing of resources and building design.
- The highly inclusive environment ensures that the voices of all groups of children are heard and acted on and children are truly valued as individuals. Staff are knowledgeable and successfully adapt their practice to suit the needs of the individual child and ensure meaningful participation for all children. They are flexible in their approach, incorporate children's ideas and interests and follow the children's lead.

Areas for development

- Develop the opportunities for children to be involved and contribute to the setting evaluation as part of an inclusive approach to continuous improvement.

I hope these observations are useful as you continue to develop the user voice in the centre.

As I explained previously, a copy of this letter will be sent to your local authority and will be published on Ofsted's website. It will also be available to the inspector for your next inspection.

Yours sincerely

Annette Stanger
Childcare Inspector