

Inspection of Kingfisher Nursery & Kids Club

Kingfisher Kids Club, South Rise, North Walsham, Norfolk NR28 0EE

Inspection date: 2 October 2019

Overall effectiveness

Inadequate

The quality of education

Inadequate

Behaviour and attitudes

Inadequate

Personal development

Inadequate

Leadership and management

Inadequate

Overall effectiveness at previous inspection

Good

What is it like to attend this early years setting?

The provision is inadequate

The owner, who is also the manager, does not ensure that there are suitably qualified and experienced staff working in the baby room. Consequently, the quality of teaching is weak. Babies are not stimulated as staff do not understand how to support young children's learning and development. The activities provided do not offer challenge and limit children's creativity.

Staff greet children and parents well on arrival. Children generally show that they feel safe and secure at the setting. Pre-school children are confident to move to the resources available, such as large construction blocks or dough set out at a table. However, staff do not ensure that the range of toys, resources and activities sustain children's interest and attention. As a result, some children's behaviour deteriorates. Staff manage children's unwanted behaviour appropriately. For example, they remind children about the setting's rules and encourage them to take turns and share. However, staff do not always redirect children or engage them in purposeful play.

Staff attend to young children's care needs and children can rest or sleep when needed. However, routines are rigid, which hinder some children's learning. For instance, staff in the baby room provide a daily craft activity at the low table. Babies and toddlers must complete the activity when staff choose. They do not have the opportunity to freely investigate and explore.

What does the early years setting do well and what does it need to do better?

- The manager does not deploy staff appropriately. She does not ensure that there is at least one member of staff working with children aged under two years who holds a full and relevant level 3 qualification. This means they do not meet the requirements of their registration.
- Staff's planning of the environment and activities do not meet children's individual learning needs. For example, in the pre-school room, staff plan daily group phonic activities but do not consider children's individual stages of development. Consequently, some children lack focus and engagement and at times, children have disagreements over items. Staff read books to two-year-old children before lunch that are not at an appropriate level. As a result, children are not stimulated and quickly lose interest.
- Children are not supported to become enthusiastic and motivated learners. They do not have sufficient opportunities to develop their own ideas. Staff interact with children and talk to them as they play. However, they do not use what they know about children to ensure activities and resources take account of their interests and needs. Staff do not support all children sufficiently so that they make the progress they are capable of.

- The manager has recently focused on improving how she monitors staff's performance. She has begun to use a new format for reviewing the quality of staff's teaching practice. Staff are provided with targeted support to help them address weaker aspects of practice. However, this has not yet been embedded sufficiently to raise the quality of teaching across the setting. Staff have regular meetings with the manager to discuss their work and can access relevant training to help them to develop.
- Staff generally get to know the children well. They develop effective partnership working with parents and carers. Staff regularly share information with them to support continuity of care. Parents comment positively on the online system staff use, stating that they add photographs of their children at home.
- The manager and staff plan trips to help support children to discover and learn about the world around them. For example, pre-school children regularly visit residents at a local care home.
- Staff support children to develop a suitable understanding of healthy lifestyles. Children of all ages enjoy being outdoors in the fresh air. They confidently use ride-on toys and toddlers are eager to rock on the see-saw. Staff are fully aware of children's dietary needs and preferences. Children listen to staff's instructions and know that they need to wash their hands before eating. They develop their personal care skills, relevant to their age and ability.
- The manager and staff work closely with parents and other professionals to support children with special educational needs and/or disabilities. They work together to develop an understanding of children's care needs and provide suitable support.

Safeguarding

The arrangements for safeguarding are effective.

Staff recognise the different types of possible abuse and neglect and understand wider issues surrounding child protection. They know the appropriate action to take should they have any concerns about children's welfare. The manager ensures that staff keep their knowledge up to date. She follows a robust recruitment process and conducts checks to ensure the suitability of staff.

What does the setting need to do to improve?

To meet the requirements of the early years foundation stage, the provider must:

	Due date
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ensure staff are deployed appropriately so that there is at least one member of staff who holds a full and relevant level 3 qualification and is suitably experienced to work with children under two years of age	01/11/2019
review and assess the environment to ensure that all children consistently have opportunities to explore, investigate and develop their own ideas through play	01/11/2019
improve staff's planning of activities to ensure that they are meeting children's individual learning needs, so that all children experience engaging and challenging opportunities.	01/11/2019

Setting details

Unique reference number	EY342750
Local authority	Norfolk
Inspection number	10073773
Type of provision	Childcare on non-domestic premises
Registers	Early Years Register, Compulsory Childcare Register, Voluntary Childcare Register
Day care type	Full day care
Age range of children	1 to 12
Total number of places	24
Number of children on roll	179
Name of registered person	Lee, Sally Ann
Registered person unique reference number	RP511314
Telephone number	01692 405555
Date of previous inspection	24 February 2016

Information about this early years setting

Kingfisher Kids Club registered in 2004. The setting employs 16 members of staff. Of these, 12 hold appropriate early years qualifications at level 2 or above. The setting opens from Monday to Friday, all year round. Sessions are from 7.30am until 6pm. The setting provides funded early education for two-, three- and four-year-old children.

Information about this inspection

Inspector

Karen Harris

Inspection activities

- The inspector had a tour of the setting and made observations throughout the inspection of children's experiences in the setting.
- The inspector spoke with staff, children and parents at appropriate times during the inspection.
- The inspector completed a joint observation with the manager.
- The inspector held a meeting with the manager. She looked at a sample of the setting's documents. This included evidence of staff's suitability and training.

We carried out this inspection under sections 49 and 50 of the Childcare Act 2006 on the quality and standards of provision that is registered on the Early Years Register. The registered person must ensure that this provision complies with the statutory framework for children's learning, development and care, known as the early years foundation stage.

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