

Inspection of Kangaroo Pouch Day Nursery

Rosehill Gardens, Willenhall WV13 2LX

Inspection date: 16 January 2020

Overall effectiveness

Inadequate

The quality of education

Inadequate

Behaviour and attitudes

Inadequate

Personal development

Inadequate

Leadership and management

Inadequate

Overall effectiveness at previous
inspection

Inadequate

What is it like to attend this early years setting?

The provision is inadequate

Significant weaknesses continue to emerge due to ineffective monitoring of staff and the manager's practice. This nursery fails to meet a number of statutory requirements of the early years foundation stage. The manager does not ensure that suitability qualified staff are present at all times. She does not ensure that hazards to children are identified and removed. The processes to help children settle into the nursery are not effective. This results in some children remaining upset for extended periods when they arrive at the nursery. Support for children with special educational needs and/or disabilities (SEND) is weak. Staff do not manage children's behaviour well, which leads to a disorderly and chaotic environment that does not enable good learning opportunities. Staff cannot provide clear intent or justification for activities they provide to children. Staff and manager turnover is high. The key-person system is not effective. This does not enable a stable and secure environment for children's care or learning as children do not have a secure person with whom to develop a bond. Children demonstrate poor behaviour and attitudes towards their learning. That said, staff are very warm and welcoming. Children enjoy the healthy snacks and meals provided by the nursery.

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

- There are no arrangements in place to provide support and supervision for the manager. The lack of effective support, coaching and training means that no one has identified the weak curriculum or the lack of understanding of the importance of keeping children safe and emotionally secure.
- The provider does not ensure that at least half of all staff working at the nursery hold, as a minimum, a full and relevant childcare qualification at level 2 at all times, in particular in the early morning.
- Risk assessment is poor. When the heating system is operating, the radiators are too hot to touch and within reach of children. Conversely, when the radiators are turned off the rooms become too cold.
- Staff do not ensure that resources are used in a safe and meaningful manner. They introduce real-life resources made from glass but do not understand that children need guidance to ensure these are used safely. For example, children bang glass bottles on furniture and hard floors, instead of using them in the role-play area as the staff intend.
- Managers do not recognise the importance of ensuring children's emotional security. Ineffective settling-in procedures, constant staff changes and a disruptive, chaotic environment do not support children's emotional well-being.
- Managers do not support staff to develop strategies to manage some children's challenging behaviour. Staff spend considerable time dealing with inappropriate, disruptive behaviour, but this is at the expense of others. For example, not all children receive their share of staff interaction. This slows down children's

learning and prevents any gaps in their development from closing quickly.

- The provider does not support children with SEND well. The current staffing issues result in funded children's attendance being reduced, without consideration for what is best for the children and their families. This has a detrimental impact on the rate of children's learning and their emotional security.
- The key-person system is not effective. The nursery has a particularly high staff turnover and cover-staff arrangements are not effective. Some children are allocated a key person who is not a permanent member of the room staff. This has a significant effect on children's learning and development and their emotional security.
- Staff do not provide children with enough good-quality, rich, imaginative and challenging experiences, targeted at promoting children's next steps in their learning across all areas. Consequently, children do not progress as well as possible. Some only make steady progress, despite being capable of more. Furthermore, children with SEND do not consistently benefit from good support.
- Children under two benefit from some enjoyable activities, such as singing and sensory play. However, some are too upset and unsettled to join in and are left unattended during these times.
- Outside, the staff working with two-year-old children encourage children's imaginative skills as they encourage them to use containers as different vehicles. Staff promote children's physical skills well as they encourage them to balance as they step across logs in the garden.
- Parents comment that their children are 'not making any progress here' and their children have had 'too many key persons'. They comment that the frequent staff changes have an impact on their children's learning and development, behaviour and emotional well-being. Parents are not always provided with information about their children's next steps. This does not support parents to continue their children's learning at home. That said, parents comment that the staff are kind and caring.

Safeguarding

The arrangements for safeguarding are not effective.

The manager does not ensure that effective risk assessments are undertaken so that hazards to children are minimised or removed, in particular with regard to the risk from hot radiators and the unsafe use of real-life resources. The ineffective key-person system results in some children not feeling emotionally safe and secure. However, the manager and staff have a secure knowledge of child protection issues and wider safeguarding issues. They know how to identify potential signs of abuse and neglect, and how to refer any concerns they may have about a child in their care.

What does the setting need to do to improve?

The provision is inadequate and Ofsted intends to take enforcement

action.

We will issue a Welfare Requirements Notice requiring the provider to:

	Due date
ensure that suitably qualified staff are on duty at all times when the nursery is open	18/02/2020
ensure that effective risk assessments are undertaken so that hazards to children are minimised or removed, with particular regard to the risk from hot radiators and the unsafe use of resources	18/02/2020
help staff to develop the skills they need to manage children's challenging behaviour effectively and to help children learn behavioural expectations and develop good social skills	18/02/2020
ensure that the temperature of the nursery is maintained at an appropriate level to meet children's needs	18/02/2020
implement an effective key-person system so that each key person fulfils their role to develop strong bonds with children and ensure that learning experiences provided are tailored to meet their individual needs	18/02/2020
ensure effective deployment of staff so that children benefit from consistency of staff working with them to meet their individual needs and promote their learning	18/02/2020
provide parents with information about the activities, experiences and learning delivered to their children in the setting, and develop partnerships with parents to enable them to help children to continue their learning at home.	18/02/2020

To meet the requirements of the early years foundation stage, the

provider must:

	Due date
support staff to provide all children with good-quality, rich, imaginative and challenging experiences, targeted at promoting children's next steps in their learning, including those children with SEND, funded children and those who need additional support to catch up with their peers.	18/02/2020

Setting details

Unique reference number	EY549338
Local authority	Walsall
Inspection number	10120867
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 4
Total number of places	46
Number of children on roll	59
Name of registered person	Kangaroo Pouch Limited
Registered person unique reference number	RP531190
Telephone number	07976 584011
Date of previous inspection	6 August 2019

Information about this early years setting

Kangaroo Pouch Day Nursery registered in 2017. The nursery employs seven members of childcare staff. Of these, five hold appropriate early years qualifications at level 2 and level 4. The nursery opens Monday to Friday, from 7.30am to 6pm, all year round. It offers funded early education for two-, three- and four-year-old children.

Information about this inspection

Inspector

Karen Laycock

Inspection activities

- The inspector completed a learning walk with the manager across all areas of the nursery to understand how the curriculum is organised.
- The inspector spoke with staff and children during the inspection.
- The inspector held a meeting with the management team. She looked at relevant documentation and evidence of the suitability of staff working in the nursery.
- The inspector spoke to parents during the inspection and took account of their views.

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.

If you are not happy with the inspection or the report, you can [complain to Ofsted](#).

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, further education and skills, adult and community learning, and education and training in prisons and other secure establishments. It assesses council children's services, and inspects services for looked after children, safeguarding and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 1231, or email enquiries@ofsted.gov.uk.

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit www.nationalarchives.gov.uk/doc/open-government-licence/, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk

This publication is available at <https://reports.ofsted.gov.uk/>.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: www.gov.uk/ofsted

© Crown copyright 2020