

# Inspection of New Horizons Day Care

Unit 21, James Carter Road, Mildenhall, Bury St. Edmunds IP28 7DE

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Inspection date: 2 February 2022

<b>Overall effectiveness</b>	<b>Inadequate</b>
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The quality of education	<b>Inadequate</b>
Behaviour and attitudes	<b>Inadequate</b>
Personal development	<b>Inadequate</b>
Leadership and management	<b>Inadequate</b>
Overall effectiveness at previous inspection	Inadequate

## **What is it like to attend this early years setting?**

### **The provision is inadequate**

Children at this setting do not receive the care and education they deserve. Required staff-to-child ratios are not consistently met. On the day of the inspection, once staff and school-aged children had left the setting for school, children were alone in the building with one member of staff. This meant that when the staff member answered the front door, children were left unsupervised.

Children are not provided with a curriculum that challenges and extends their learning and development. Staff do not plan a stimulating and challenging environment for most children. At times, the environment is chaotic. Some children receive no attention from staff, they lack engagement in activities and wander aimlessly around the room. Other children gain attention from staff as they push and shove into other children. Staff do not manage the disruptive behaviour and fail to support children to develop an understanding of appropriate behaviours.

Children who attend the out-of-school club are exposed to risks. For example, they are able to access cleaning sprays and a storage cupboard is left unlocked. Children enter the vast space and attempt to occupy themselves with the limited range of toys and resources available to them. The club is extremely busy, and staff's supervision of children is poor. Staff prepare snack with their back to the children, completely oblivious to the serious hazards presented.

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

- The provider has failed to address some of the previous actions and further significant weaknesses have been identified at this inspection. The provider does not deploy staff effectively to meet children's needs. There are times when the setting operates out of the required ratios and children play unsupervised. In the out-of-school club, many children wander aimlessly around the room, some while eating. When staff do notice what children are doing they state, 'You know you are not allowed to do that', but do nothing to stop this. Staff do not engage children in purposeful play.
- The provider does not have robust recruitment procedures. This means that the suitability of staff is not fully checked. Therefore, children's safety and welfare are not assured.
- Risk assessment procedures are poor. Staff do not identify possible risks the environment poses to children who attend the out-of-school club. For example, children sit on stacked chairs, climb on a sofa, and have access to cleaning items. Staff take no action to minimise the risks until hazards are highlighted by inspectors.
- Staff do not consistently implement effective strategies to manage children's behaviour. They fail to explain to children the consequences of their actions. As

a result, children do not learn to recognise the impact their behaviour has on others. Staff do not support children to manage their emotions, to share and play cooperatively together.

- The procedures to monitor staff performance are poor. The provider does not identify or promptly address weak staff practice. Staff do not know how to improve what they do and are given little guidance as to the provider's expectations of them.
- Not all staff know the children well enough and how to support children's learning. This includes children with special educational needs and/or disabilities (SEND). Consequently, any progress that children make cannot confidently be attributed to the setting.
- The provider does not maintain accurate records to ensure the safe and efficient management of the setting. Despite recording children's attendance, the provider is not aware of which staff members take children on the daily school run, to promote their safety. Furthermore, the provider does not ensure that children are accompanied on these outings by staff who hold a current paediatric first-aid certificate.
- Staff do not ensure that children remain hydrated. Children who attend the out-of-school club do not have access to fresh drinking water. In addition, the provider does not ensure that children at the club are provided with healthy, balanced and nutritious snacks.
- The provider does not ensure that procedures for dealing with concerns or complaints are consistently followed. At times, parents do not receive a response to their complaint, and a written record of the outcome is not always kept.
- Since the last inspection, staff have made some improvements to whole-group activities. For example, they have reduced the length of time children are expected to sit. Staff use songs to gain the children's attention. Children, in the main, join in with the words and actions to the familiar songs.
- Parents spoken to on the day of the inspection say that they are happy with the service provided. They comment that the new online system has helped to improve communication. However, parents do not receive any information as to how they can support their children's development at home.

## **Safeguarding**

The arrangements for safeguarding are not effective.

Weaknesses in leadership and management means that children's safety is not assured. The provider does not ensure that recruitment procedures are followed, and essential background checks are completed to make certain that staff are suitable to work with children. This compromises children's safety. Staff complete online safeguarding training and know the signs they must be alert to that may indicate a child is at risk of harm or abuse. The provider checks staff's understanding of child protection procedures, for example during staff meetings.

## **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:**

	<b>Due date</b>
ensure that staffing arrangements are effective at all times; deploy staff to ensure that children are adequately supervised, their needs are met, and they are kept safe	18/02/2022
implement robust recruitment procedures to ensure that those looking after children are suitable to do so	18/02/2022
take all reasonable steps to ensure children are not exposed to risks	18/02/2022
implement appropriate procedures for dealing with children's behaviour	18/02/2022
improve the supervision of staff to swiftly identify weak practice and provide effective coaching, training and support to ensure that children receive consistently good quality learning and development experiences that meet their individual learning needs	04/03/2022
improve arrangements to support children who may have SEND, to help them get well-targeted support for their learning and development	04/03/2022
maintain records to ensure the safe and efficient management of the setting	18/02/2022
ensure at least one person, who has a current paediatric first-aid certificate is available at all times to accompany children on outings	18/02/2022
provide children with healthy, balanced and nutritious food and ensure that drinking water is available and accessible to children at all times	18/02/2022

<p>ensure that the procedures for dealing with concerns and complaints from parents and/or carers is followed and keep a record of the outcome of any complaints.</p>	<p>18/02/2022</p>
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## Setting details

<b>Unique reference number</b>	2615938
<b>Local authority</b>	Suffolk
<b>Inspection number</b>	10218440
<b>Type of provision</b>	Childcare on non-domestic premises
<b>Registers</b>	Early Years Register, Compulsory Childcare Register, Voluntary Childcare Register
<b>Day care type</b>	Full day care
<b>Age range of children at time of inspection</b>	3 to 10
<b>Total number of places</b>	100
<b>Number of children on roll</b>	110
<b>Name of registered person</b>	New Horizons Day Care Ltd
<b>Registered person unique reference number</b>	RP908936
<b>Telephone number</b>	01638 428984
<b>Date of previous inspection</b>	21 September 2021

## Information about this early years setting

New Horizons Day Care registered in 2020. The setting opens from Monday to Friday all year round. Sessions are from 7am until 6pm. This includes a breakfast, after-school and holiday club for school-aged children. The setting employs six members of childcare staff, a cleaner, and a mini-bus driver. Of these staff, four work in the pre-school, two of whom hold appropriate early years qualifications at level 3 or above. In addition, the owner/manager and two deputy managers work across this setting and at their other registered setting.

## Information about this inspection

### Inspector

Karen Harris

## Inspection activities

- The inspector discussed any continued impact of the pandemic with the provider and has taken that into account in their evaluation of the provider.
- The deputy manager and inspector completed a tour of the setting to discuss and understand how the early years provision and the curriculum are organised.
- The inspector spoke to children, to find out about their time at the setting.
- The inspector observed staff interaction with the children indoors and outside and assessed the impact that this has on children's learning.
- The inspector spoke with staff, and some parents, during the inspection and took account of their views.
- The inspector completed a joint observation with the deputy manager.
- The owner/manager, deputy manager and the inspector held a meeting together. The inspector looked at a sample of documents, including evidence of staff's qualifications, training and suitability.

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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