

# Inspection of Pavilion Pre-School Nursery

The Pavilion, Thieves Lane, Attleborough, Norfolk NR17 2AP

---

Inspection date: 29 March 2023

---

## **Overall effectiveness**

## **Inadequate**

The quality of education

**Requires improvement**

Behaviour and attitudes

**Requires improvement**

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

Breaches of safeguarding and welfare requirements mean that children are not adequately protected from potential risk of harm. Staff deployment is not effective in ensuring that children receive a consistently good quality of education. There is insufficient staff available to meet children's care needs, as well as delivering an effective curriculum that supports all children's learning and enjoyment. As a result, younger children in particular are not consistently engaged in meaningful learning activities, frequently wandering around without focus. Staff do not consistently support children to continue to develop their personal and social skills.

At other times of the day, the quality of education and experiences for children are better. Some activities provided capture children's interest. For example, children enjoy following a member of staff's instructions to make dough. Those who are less confident receive extra support from another member of staff to encourage them to join in with the activity. Children become very enthusiastic as they sing along with a member of staff who plays nursery rhymes to them on a guitar. This is clearly one of their favourite parts of the day. Children show that they know these songs well as they act out the actions and make requests for songs they like.

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

- Leaders and managers fail to recognise how weaknesses in safeguarding practice undermine children's safety and well-being.
- Due to difficulties in recruiting and retaining staff, leaders and managers say they often work directly with children. This affects their ability to oversee the quality of the provision effectively, monitor practice and carry out managerial activities.
- The minimum adult:child ratios are not met at all times. At inspection, early in the day, there were two members of staff in one room caring for 16 children aged two to four years. This has an impact on the quality of children's experiences and staff's ability to meet children's needs consistently at this time. In addition, registers of children's attendance were not accurately maintained.
- The provider does not organise the environment in a way that meets the needs of children. It is too cluttered, taking away valuable play space for children to move freely. Some resources, such as soft chairs that children sit on, are uninviting. This is because some are in a poor state of repair, exposing the foam inside and others are marked with stains on the fabric coverings. Although leaders recognise that some resources have little use or educational value, they have not yet removed or replaced them so that children have access to an inviting learning environment.
- While children in the room for two-year-olds have enough toys to play with, activities are not always well planned to help capture their interest for more than

fleeting periods of time. For example, staff identify that children enjoy sensory play, such as sand and water, but this is not readily available for them for much of the day. Staff give older children more individual support and teaching is more purposeful when they are settled in their own room. This helps these children to sustain their attention and focus on their learning.

- Staff do know children well. They assess where they are in their development. Staff maintain a focus on supporting children's communication and language skills, and children are making progress from their starting points in this area. They encourage children to join in discussions about what they can see outside.
- Parents whose children need extra support to develop strong language skills are given information and advice to help them guide their child's learning at home. However, staff do not share enough information with parents about what is being done to support children in other areas of their learning.
- Health and hygiene procedures are effective. Staff carefully clean areas where food is served. Children independently wash and dry their own hands in low-level sinks within the main rooms.
- Staff support children with special educational needs and/or disabilities. They work to understand children's needs and have plans in place to support their individual progress. Staff work with other agencies and support services where needed.
- Children show that they have developed bonds with the staff and go to them for emotional support at times when they are distressed.
- Parents state that they are happy with what the nursery provides for their children.

## Safeguarding

The arrangements for safeguarding are not effective.

The provider does not clearly demonstrate how they safeguard children. They do not use appropriate methods for recording or monitoring any concerns about children. Clear and appropriate child protection records are not maintained. Information, including dates of concerns and the specific details of actions taken at the time, is unavailable. This jeopardises the provider's ability to work with other agencies to safeguard children where it may be necessary. It undermines children's safety and does not adequately protect them from possible abuse and/or neglect.

## What does the setting need to do to improve?

**To meet the requirements of the early years foundation stage and Childcare Register the provider must:**

	<b>Due date</b>
--	-----------------

ensure that clear safeguarding procedures are followed and recorded in response to information which indicates that a child may be at risk of harm and/or neglect	14/04/2023
maintain an accurate daily record of children's hours of attendance	14/04/2023
provide a suitable and stimulating environment for children which supports their care and learning and gives them opportunities to rest and relax comfortably when needed	29/04/2023
ensure that staffing arrangements meet children's needs at all times and that staff are deployed effectively to support children's well-being and learning	29/04/2023
improve the arrangements for sharing information with parents so that they know what their children are learning during their time at the nursery	29/04/2023
ensure that children consistently receive well-planned learning opportunities that are challenging and enjoyable.	29/05/2023

## Setting details

<b>Unique reference number</b>	257921
<b>Local authority</b>	Norfolk
<b>Inspection number</b>	10284189
<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>	2 to 11
<b>Total number of places</b>	37
<b>Number of children on roll</b>	62
<b>Name of registered person</b>	Dale, Vera Julia
<b>Registered person unique reference number</b>	RP910166
<b>Telephone number</b>	01953452886
<b>Date of previous inspection</b>	8 February 2019

## Information about this early years setting

Pavilion Pre-School Nursery registered in 1971. The nursery employs 24 members of childcare staff. Of these, 19 hold appropriate early years qualifications at level 2 or above, including one with qualified teacher status. The nursery opens from Monday to Friday, during term time. It offers a variety of sessions between the hours of 7.30am to 6pm. The nursery provides funded early education for two- and three-year-old children.

## Information about this inspection

### Inspector

Kate Hipperson

## Inspection activities

- This was the first routine inspection the provider received since the COVID-19 pandemic began. The inspector discussed the impact of the pandemic with the provider and has taken that into account in their evaluation of the provider.
- We carried out this inspection as a result of a risk assessment, following information we received about the provider.
- The inspector viewed the provision and discussed the safety and suitability of the premises.
- The room leaders and provider talked to the inspector about their curriculum and what they want their children to learn.
- The inspector observed the quality of education being provided, indoors and outdoors, and assessed the impact that this was having on children's learning.
- The inspector talked to staff at appropriate times during the inspection and took account of their views.
- Children communicated with the inspector during the inspection.
- A room leader carried out joint observations of group activities with the inspector.
- The inspector spoke to parents during the inspection and took account of their views.
- The inspector spoke with the provider and the deputy manager about the leadership and management of the nursery.

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](mailto: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/](http://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](mailto: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](mailto:enquiries@ofsted.gov.uk)  
W: [www.gov.uk/ofsted](http://www.gov.uk/ofsted)

© Crown copyright 2023