

Inspection of Chatterbox Pre-School

Fernhill Heath Memorial Hall, Droitwich Road, Fernhill Heath, Worcestershire WR3 8RJ

Inspection date:

11 July 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

The manager does not take every precaution to keep children safe. She does not complete effective risk assessment to ensure that unauthorised persons cannot access the premises. She has not completed the required processes to check the suitability of the new committee members. The manager does not maintain all the required records to ensure the safe management of the pre-school. This puts children's safety at risk.

Children gain some knowledge and skills that prepare them for school and the next stage of their learning. Staff provide opportunities for children to develop their social skills and collaborative play. Children enjoy developing their role-play ideas with their friends, such as pretending to be vets. However, there are some inconsistencies in the quality of teaching and the education that the children receive which hinders the progress that they can make. Some staff do not plan well for children's learning or have high enough ambition so that children can make good progress consistently. This said, children with special educational needs and/or disabilities (SEND) receive targeted support for their learning.

Children behave well and staff provide them with clear expectations. Children know about the pre-school rules and some of the reasons for these. For example, so they do not hurt themselves or others. Staff are friendly and provide children with a warm welcome. Children enjoy cuddles and the positive interactions from staff.

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

- The manager, who is also the provider, does not complete effective risk assessment or follow all the required processes to ensure children's safety. She has not notified Ofsted of the changes to the committee members who have been in place for several years. This means that she has not provided Ofsted with the required information to verify the suitability of the pre-school committee. Committee members whose own suitability has not been checked are involved in the recruitment of new staff. This compromises children's safety.
- Although staff complete risk assessments, such as checking the outdoor area before children use it, the manager has not identified all potential risks to children. When staff and children leave the main building to go outdoors, staff do not ensure the premises are secure. They leave the front door unlocked which means that unauthorised persons can gain access to the hall without staff's knowledge. They do not identify the potential risks to children when they return to the hall. This means that an authorised person also has access to confidential information and records about children, including their belongings.
- The manager does not keep all the required documentation. She does not record the required written records related to safe recruitment. This means that it is

unclear whether she has completed all the required vetting checks when she recruits new staff. Although the manager keeps a daily register, she does not keep an accurate log of the times that children attend the pre-school. This means it is unclear which children are present at any given time.

- The manager monitors the quality of teaching and children's learning and provides staff with supervision and training. Staff say that they feel well supported and the manager thoughtfully considers their well-being. However, the manager has not identified all the weaker areas of staff practice. The support that the manager provides to staff has not been targeted well enough to ensure that all staff receive the guidance they need to improve their planning and teaching skills.
- Children generally enjoy the activities and are well motivated. Some staff plan successfully for children's learning and carefully consider how they will help children to build on their knowledge and skills. However, some planning and teaching is not matched well enough to children's learning needs which hinders the progress they can make. For example, children who are wearing nappies must sit and wait with nothing to do for extended periods of time while their friends use the toilets. Staff complete some everyday tasks that older children can attempt for themselves, such as wiping their own nose, removing their shoes and putting on outdoor shoes. Staff overly direct some adult-led activities and limit the opportunities for children to make decisions and explore their own ideas. This means that staff do not fully support children to be active, independent learners.
- The special educational needs coordinator (SENDCo) works with outside agencies to ensure that children with SEND receive additional support. Some staff implement effective strategies to support children with language delay. This includes the use of sign language and focused interventions that help children to build on their existing knowledge and understanding.
- Most parents are happy with the service provided. They state that staff keep them regularly updated about their child's progress and provide some useful ideas to support continued learning at home.
- The manager places a clear focus on supporting children's health as part of their curriculum. This includes teaching children about dental hygiene and about the benefits of a nutritious diet. Children discuss the health benefits of their food at mealtimes and ask if it will help them to stop yawning. Staff follow effective hygiene routines and promote the importance of regular handwashing with children.

Safeguarding

The arrangements for safeguarding are not effective.

Children's safety cannot be assured. The manager has failed to follow the required procedures to check the suitability of committee members who are in a position of trust. She does not log the recruitment checks completed as part of the safe recruitment process and maintain all required records about children. Risk assessment is weak and the manager has not identified all risks to children relating

to the security of the premises. The manager and staff receive training so they understand signs and symptoms to alert them to child protection concerns. They are aware of signs that may indicate that children are at risk of extreme views and practices. They know how to report concerns to the local safeguarding partnership. Records relating to accident logs are maintained appropriately and shared with parents.

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:

	Due date
provide Ofsted with the required information to allow for the relevant suitability checks for all committee members to be completed	11/08/2023
take all reasonable steps to ensure that children are not exposed to risks with particular regard to the security of the premises	12/07/2023
record information about the staff identity checks and vetting processes that have been completed, including the criminal records check reference number, the date a check was obtained and details of who obtained it	11/08/2023
keep an accurate record of the days and times that children attend	11/08/2023
improve the monitoring of staff practice and provide staff with effective coaching, training and support to raise the quality of teaching to a consistently good level	11/10/2023
use assessments of children's progress to plan purposeful and ambitious learning experiences that match their stage of development and help children to build on their existing knowledge and skills.	11/10/2023

Setting details

Unique reference number	205213
Local authority	Worcestershire
Inspection number	10295282
Type of provision	Childcare on non-domestic premises
Registers	Early Years Register, Compulsory Childcare Register, Voluntary Childcare Register
Day care type	Sessional day care
Age range of children at time of inspection	2 to 9
Total number of places	30
Number of children on roll	45
Name of registered person	Chatterbox Pre-School Committee
Registered person unique reference number	RP905265
Telephone number	07540142551
Date of previous inspection	13 December 2017

Information about this early years setting

Chatterbox Pre-School registered in 1993. The provider employs seven members of childcare staff. Of these, three hold appropriate early years qualifications at level 3. The pre-school opens Monday to Friday, during term time only. Sessions are from 8.30am until 5.15pm and includes an after-school club. The pre-school provides funded early education for two-, three- and four-year-old children.

Information about this inspection

Inspector

Anne Dyoss

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.
- The inspector viewed the provision and discussed the safety and suitability of the premises.
- The manager joined the inspector on a learning walk and talked to the inspector about their curriculum and what they want their children to learn.
- Children interacted with the inspector during the inspection.
- The inspector talked to staff at appropriate times during the inspection and took account of their views.
- The inspector spoke with the nominated individual about the leadership and management of the setting.
- The SENDCo spoke to the inspector about how they support children with SEND.
- 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 carried out a joint observation with the manager.
- Parents and carers shared their views of the setting with the inspector.

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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