

Inspection of Twizzle Tops Day Nursery

9 Cavendish Street, Ipswich, Suffolk IP3 8AX

Inspection date: 2 July 2024

Overall effectiveness	Inadequate
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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

Weaknesses in leadership and management undermine children's safety and learning. Staffing issues, including frequent changes of managers, have led to a decline in the quality of provision since the last inspection. Poor support for managing children's behaviour has a significant impact on older children's confidence and well-being. Their ability to make good progress in their learning is adversely affected. When older children are upset, staff do not offer the care and comfort children need to help them settle. Sometimes, children's behaviour shows that they need extra support, such as when they throw toys or hurt their peers, staff do not consistently or effectively support them. At times, the environment is chaotic and disorderly. Staff raise their voices to instruct children or to read stories. This does not help children learn from staff how to behave well.

The provider's curriculum is not coherently planned or implemented. Staff provide older children with some activities, such as painting and dough to manipulate. However, staff are rarely on hand to support children's learning as they play. Children attempt to draw and make marks, but the available pencils are blunt. This affects children's ability to complete their self-chosen tasks to their satisfaction. The arrangements for supporting children with special educational needs and/or disabilities (SEND) are not effective. Children do not get the help they need to reduce any differences in their learning.

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

- The provider is unable to demonstrate that all adults working with children are suitable. The provider has not carried out relevant Disclosure and Barring Service checks for adults who are in regular contact with children. At times, these adults are not directly supervised and this means children's safety and welfare is not assured.
- Some staff do not receive an appropriate induction to help them understand their roles and responsibilities, including those relating to safeguarding and child protection. This undermines children's safety as some adults do not know how to protect them from harm, such as recognising and responding appropriately to signs of abuse.
- Some staff working with older children physically intervene to move children, for example, by lifting them or pulling their arms. Staff do not explain or give enough time to enable children to follow the rules. In addition, staff do not record these instances of physical intervention.
- Although a member of staff is currently acting manager, there is not a named deputy manager to take charge in the manager's absence. Staff are not deployed effectively to ensure that all children's needs are met. For example, staff do not always adequately supervise children while they are eating to fully

assure their safety.

- Support for children with SEND is weak. Leaders and managers do not ensure that appropriate plans are in place to help staff to deliver suitably personalised care and education to these children. Consequently, staff do not understand what strategies to use. Children with SEND do not make enough progress to prepare them for the next steps in their education, including school.
- The provider does not ensure that children are cared for consistently by staff who know the children and their needs, or understand the curriculum well enough to provide good quality care and education. As a result, staff struggle to engage children in their learning, or support them effectively. Children frequently become upset and quieter children receive very little attention from the staff.
- The key-person system is not well established. Some older children are not allocated a key person. Many parents report that their children have had several changes of key person and that staff do not know their children well. Consequently, there is a lack in the continuity of care and education, including for those children with SEND, due to these frequent, poorly managed staff changes.
- Leaders and managers demonstrate a willingness to work to improve the provision. However, despite recent efforts to improve the information given to parents and staff training, the action taken to address these weaknesses has been ineffective. Parents still do not consistently receive enough information about their children's day. This includes occasions where staff have used physical intervention. In addition, accidents are not recorded appropriately and shared with parents.
- The curriculum is poorly implemented. For example, older children's personal, social and emotional development is not effectively supported through purposeful teaching. Staff do not show that they have the skills needed to help older to children make positive choices or support them learn how to manage their own behaviour.
- Babies and toddlers are cared for in a calm and well-organised environment. Toddlers enjoy their daily routines, including song and story times. They have structure to their day, which helps them to feel settled. Staff communicate with them and these younger children make sounds and begin to copy the words they hear.

Safeguarding

The arrangements for safeguarding are not effective.

There is not an open and positive culture around safeguarding that puts children's interests first.

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 appropriate recruitment procedures are followed, including obtaining a Disclosure and Barring Service check, to establish staff are suitable to work with children	16/07/2024
improve arrangements for supporting children with special educational needs and/or disabilities to ensure they receive appropriate support that helps them to make the progress they are capable of	16/07/2024
ensure that all staff receive an appropriate induction, including in relation to how they must safeguard children	16/07/2024
ensure that staff understand, support and manage children's behaviour in appropriate ways	16/07/2024
ensure that staff keep appropriate records of any occasion when physical intervention is used, and that parents are informed on the same day or as soon as reasonably practicable	16/07/2024
appoint a suitably experienced named deputy manager who can take charge in the manager's absence	16/07/2024
deploy staff effectively to meet children's needs and assure their safety, including while children are eating	16/07/2024
ensure that each child is allocated a key person who tailors children's care to their individual needs and builds a relationship with parents	16/07/2024
ensure that accidents and injuries are always recorded appropriately and that parents are informed on the same day, or as soon as reasonably practicable.	16/07/2024

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

	Due date
develop and deliver a suitable curriculum for supporting children's personal, social and emotional development that helps them develop positive attitudes to learning	29/09/2024
plan and deliver a challenging and enjoyable learning experience, which engages for children and motivates them to learn.	29/09/2024

Setting details

Unique reference number	2589197
Local authority	Suffolk
Inspection number	10354449
Type of provision	Childcare on non-domestic premises
Registers	Early Years Register
Day care type	Full day care
Age range of children at time of inspection	0 to 4
Total number of places	77
Number of children on roll	108
Name of registered person	Partyman World (Lakeside) Limited
Registered person unique reference number	RP909076
Telephone number	07585324526
Date of previous inspection	11 September 2023

Information about this early years setting

Twizzle Tops Day Nursery was registered in 2020. It is open Monday to Friday, from 7am until 7pm. It is closed for bank holidays. There are 16 members of staff in total. Of these, 12 hold an appropriate early years qualification at level 2 or above. The nursery provides funded early education for two-, three- and four-year-old children.

Information about this inspection

Inspector

Kate Hipperson

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.
- We carried out this inspection as a result of a risk assessment, following information we received about the provider.
- 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 spoke to 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 nursery.
- The inspector observed the quality of education being provided and assessed the impact that this was having on children's learning.
- Parents shared their views of the nursery with the inspector.
- The inspector looked at relevant documentation and reviewed evidence of the suitability of staff working in 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.

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