

Inspection of Little Heroes Holiday Club

Frenchay Primary School, Alexander Road, Bristol BS16 1UZ

Inspection date:

1 August 2025

**The quality and
standards of early
years provision**

**This
inspection**

Not met (with actions)

Previous
inspection

Not applicable

What is it like to attend this early years setting?

This provision does not meet requirements

Leaders do not ensure the setting meets the requirements of the early years foundation stage. Children are not assigned a key person to help ensure their individual needs are consistently met during their time at the club. Furthermore, staff do not share sufficient information with parents to keep them informed and updated about their children's experiences.

That said, children are happy and make independent choices about their play. Staff provide them with a wide range of activities, both indoors and outdoors. Children play alongside their peers and demonstrate kind and considerate behaviour. For example, they take turns to fill and empty containers with water and watch with excitement as water travels down the guttering. Staff remain close by to support children's play. They recognise some children's individual interests and provide additional resources to extend their play, such as a large floor puzzle. Children concentrate as they complete the puzzle from memory, carefully connecting the pieces. Staff offer praise and encouragement, which supports children's confidence and self-esteem. Children are familiar with the club's routine. They promptly line up to wash their hands before snack time. Children collect toast from staff and confidently request their preferred toppings. They carry their food to the table and sit with their peers, chatting freely about their day.

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

- Leaders do not ensure there is an effective key-person system in place to build relationships with children and families, and ensure their individual needs are fully met. While some staff form relationships with children who also attend the linked pre-school, there is not a consistent approach to ensure that every child is assigned a designated key person. Staff rely on general day-to-day interactions rather than gaining a secure and in-depth understanding of each child's unique background, interests or experiences at other settings. This limits their ability to plan purposeful and meaningful play opportunities that fully support each child's emotional well-being and individual needs.
- Leaders do not support staff to share meaningful information with parents. While some informal communication occurs during drop off and collection, these brief exchanges lack depth and consistency. Parents are often unaware of the club's daily routines, the play experiences offered, or which staff are caring for their children. This limited communication reduces parents' understanding of their child's time at the club, hindering continuity between home and the setting and limiting opportunities to fully support children's interests and experiences.
- Staff support children to follow hygiene routines, such as washing their hands before mealtimes. However, this is not consistently effective. For example,

before snack time, many children wash their hands in the same bowl of soapy water, which increases the risk of cross-infection and does not promote good health. Leaders act quickly to address this issue, ensuring children use the bathroom sinks with running water to improve hygiene practices.

- Staff deployment is effective in supervising and supporting children's play. For example, staff sit alongside children as they roll and mould dough, engaging with them, talking about their creations. They are attentive to children and respond promptly when children need extra support. For example, when a child bumps their knee, staff comfort them and provide appropriate first aid, such as a cold compress.
- Staff support children with special educational needs and/or disabilities (SEND) effectively. They understand that children with SEND have different preferences and needs and adapt their approach accordingly. Staff support children, gently guiding them through changes in routine, using visual aids, such as pictures on lanyards to help children anticipate what will happen next. This approach helps children to feel secure and better understand the club's daily routine.
- Staff are happy and feel well supported in their roles. They have daily opportunities to discuss practice during morning setup and feel comfortable approaching leaders with any questions. Leaders ensure all full-time staff complete paediatric first-aid training and hold regular meetings to share key updates, including safeguarding. Safer recruitment practice is good and helps to ensure staff suitability. At the end of each holiday period, leaders meet with staff to reflect on their well-being and identify improvements for future provision.

Safeguarding

The arrangements for safeguarding are effective.

There is an open and positive culture around safeguarding that puts children's interests first.

What does the setting need to do to improve?

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

	Due date
ensure an effective key-person system is in place to make sure every child is assigned a designated member of staff, who takes responsibility for their individual care, development and emotional well-being	15/08/2025

implement effective and consistent communication strategies to ensure parents are kept fully informed about their child's experiences, daily routines and the staff who care for them.	15/08/2025
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Setting details

Unique reference number	2748987
Local authority	South Gloucestershire
Inspection number	10409443
Type of provision	Childcare on non-domestic premises
Registers	Early Years Register, Compulsory Childcare Register, Voluntary Childcare Register
Day care type	Out-of-school day care
Age range of children at time of inspection	2 to 8
Total number of places	30
Number of children on roll	100
Name of registered person	Little Heroes Day Nursery Ltd
Registered person unique reference number	RP534092
Telephone number	07982191158
Date of previous inspection	Not applicable

Information about this early years setting

Little Heroes Holiday Club registered in 2023. It operates from Frenchay Primary School in Bristol. The club is open during school holidays, Monday to Friday, from 8.30am to 3pm. It employs 10 staff members to work directly with children. Of these, two hold relevant early years qualifications at level 6, one at level 5 and one at level 3.

Information about this inspection

Inspector
Holly Smith

Inspection activities

- The inspector viewed the provision and discussed the safety and suitability of the premises.
- Children spoke to the inspector about what they enjoy doing while at the club.
- The inspector talked to staff at appropriate times during the inspection and took account of their views.
- The inspector observed the interactions between staff and children.
- Parents shared their views of the setting with the inspector.
- The inspector looked at relevant documentation and reviewed evidence of the suitability of staff working at the club.

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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