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Our Reference 114576

## **Monitoring for provision judged as inadequate**

An Ofsted inspector, Heather Allen, monitored your provision on 24/06/2014 following your inspection where the provision was judged to be inadequate.

### **Outcome of monitoring**

As a result of our inspection on 05/02/2014, we sent you a welfare requirements notice. If you were set actions at the inspection, or as a result of our subsequent monitoring or investigations, these are included at the end of this letter unless we have already verified that they have been completed.

The welfare requirements notice had a completion date of 6 May 2014 and required you to: ensure relevant ratio requirements are met and staffing arrangements meet the needs of all children and ensure their safety; ensure risks are identified and minimised for outings, including consideration of adult to child ratios; ensure the premises, including furniture, equipment and toys, are fit for purpose and kept clean and safe for children to use, including complying with health and safety legislation; and ensure suitable hygienic arrangements are in place where children are provided with meals, snacks and drink.

You were also sent a notice to improve with a completion date of 2 May 2014. One action related to the learning and development requirements and asked you to improve the educational programme for babies and the youngest children so they are engaged in challenging and enjoyable experiences that meet their individual needs, interests and stage of development.

The other actions related to the safeguarding and welfare requirements and asked you to: ensure the space requirements are met at all times, including when older children are present; improve knowledge and understanding of safeguarding issues, including the procedures to follow and agencies to be notified if there are concerns about children's safety and/or welfare or in the event of any allegation of serious harm or abuse; and keep an accurate record of the names of children being cared for and the hours they attend.

You were also sent a notice to improve asking you to complete actions in relation to

the compulsory and voluntary parts of the Childcare Register. The actions asked you to maintain a record of children's attendance including the hours they attend; ensure the premises and equipment used for childcare are safe and suitable; ensure the behaviour of children over the age of eight years does not have a negative effect on the younger children; and ensure the needs of each child are met in relation to their care.

On 14 May 2014, an inspector carried out a monitoring visit to check the progress being made to meet the actions raised following inspection. We found that you had not complied with the actions required in the welfare requirements notice. At inspection we found you had regularly failed to meet staff: child ratios. We issued you with a welfare requirements notice requiring you to ensure relevant ratio requirements are met and staffing arrangements meet the needs of all children and ensure their safety. Despite this, since inspection you have regularly failed to meet the legal requirements relating to ratios. In addition, during our visit we found that at times you went to the far end of the back garden and left sleeping children indoors out of your sight and hearing and so failed to ensure that they were properly supervised.

There was sufficient space for children to play on the day of our visit because the weather was fine and children were able to choose whether to play indoors or in the garden. However, you were not aware of the space requirements for children and therefore not able to show how you ensure there is sufficient space when you care for larger numbers of children during inclement weather. You failed to make the premises safe and clean for them to use. While you were in the garden, a cat walked along the kitchen worktop. The cat had access to cooked sausages which were left uncovered before you used them to make toad-in-the-hole for children's dinner. Children ate snacks without washing their hands. For example, they ate diced fruit from a communal bowl as they ran around playing in the garden and while watching television. The rooms used by children were dusty and dirty. After school, children played unsupervised in the back garden despite the fact that it was not secure and hazardous objects were easily accessible to children. For example, a broken fence was lying on the ground, giving access to another broken fence adjoining the neighbour's garden and an open shed. A garden fork was stuck in the ground and a broken toy pushchair used by children had sharp protruding metal rods.

Although you were responsible for large numbers of children when you walked them to and from school, you had not fully assessed the risks and hazards which might arise. For example, on the day of the visit you and another adult walked nine children home from school. You escorted the children safely across the main road while a lollipop lady stopped the traffic. However, you did not take responsibility for the safety of children crossing a side road and children went ahead of you and followed the other adult across. In addition, children were not safeguarded in the

event of an accident either to you or the children. You did not have a first aid kit with you. You did not take a record of the children in your care on the outing so that parents could be contacted in the event of an emergency. It is an offence for a person who, without reasonable excuse, fails to comply with a welfare requirements notice. Failure to comply may result in a prosecution. We will carry out an interview with you regarding these offences.

Due to the large numbers of children attending after school, children got little individual attention. They were well behaved and socialised well together. They initiated their own play and spent most of their time either watching television or playing unsupervised in the garden.

Your record of children's attendance was not accurate. You had not always recorded details of all the children being cared for on the premises or their times of departure. Consequently, you were unable to demonstrate that you had met required ratios, including when working with another childminder.

Children were not safeguarded in the event of an allegation being made because you felt that in some circumstances you would not always comply with the requirement to notify relevant agencies. In addition, children were not safeguarded in the event of an accident because some accidents and injuries had not been recorded, including an accident on the day of the monitoring visit.

Parents spoken to said they were happy with the care given. They had not been given a copy of the inspection report, which is a requirement.

Due to the number of concerns found at the visit, there was not time to fully explore the action to improve the educational programme for babies and the youngest children and the date for completion of this action will be extended.

On 20 May 2014, we carried out a monitoring visit to check what action you had taken to ensure the premises, including outdoor spaces, were fit for purpose. We found you had removed some hazardous objects from the back garden, such as the broken toy pushchair and garden fork. However, the back garden was still not safe and secure. The broken fence was propped up, unstable and accessible to children. The fence bordering the neighbouring garden was also broken and, as a result, the garden was not secure. In addition, the house was still dusty and unclean.

We suspended your registration because we believed children might be at risk of harm. Suspension allowed time for you to take steps to reduce or eliminate the risk of harm to children.

On 21 May 2014, we carried out a further monitoring visit. Following this visit, we

lifted the suspension because you had taken appropriate action to deal with the matter that led to the suspension and we were satisfied that there was now no risk of harm to children as a result of this concern.

We issued you with a welfare requirements notice requiring you to: improve knowledge and understanding of safeguarding issues, including the procedures to follow and agencies to be notified if there are concerns about children's safety and/or welfare or in the event of any allegation of serious harm or abuse; keep an accurate record of the names of children being cared for and the hours they attend and the names of each child's key person; ensure suitable hygienic arrangements are in place where children are provided with meals, snacks and drinks; ensure risks are identified and minimised for outings, including consideration of adult to child ratios; ensure staffing arrangements meet the needs of all children and ensure their safety, in particular ensure that children are always within sight or hearing and usually within sight and hearing; and ensure relevant ratio requirements are met.

We also issued you with a notice to improve asking you to: supply a copy of the inspection report to all parents and/or carers of children attending on a regular basis; keep a written record of accidents or injuries and first aid treatment; ensure the space requirements are met at all times, including when older children are present and improve the educational programme for babies and the youngest children so they are engaged in challenging and enjoyable experiences that meet their individual needs, interests and stage of development.

On 20 June 2014 and 24 June 2014 we carried out further monitoring visits to check you were complying with the requirements of registration. We found that children had sufficient space to play and eat. Hygienic arrangements were in place during snack and meal times with children sitting down to eat and enjoying the opportunity to socialise together. A monitor was located near sleeping children indoors so you could hear them when supervising other children in the garden. Children of all ages played well together and were absorbed in their play. However, you had not fully considered the individual needs and stages of development for all younger children in your care. As a result, you were not able to demonstrate that you had planned challenging experiences for each child in all areas of learning and development and supported them to make progress towards the early learning goals. You agreed that this was a work in progress.

In addition, you still did not have an adequate knowledge and understanding of safeguarding issues, in particular you were not familiar with the procedure to follow if there are serious concerns about inappropriate behaviour by the children in your care. Your records of attendance were not accurate and did not include details of all children and adults present, for example when you were working with another childminder. You had not clarified the identity of all children in the record of

attendance, for example, you have not recorded surnames which causes ambiguity where two children have the same Christian name.

Children were not safeguarded because you regularly have visitors to the premises and children at times have been left unsupervised with people whose suitability have not been checked. You did not have contracts or written parental permission for outings for all the children in your care. Your records of children, parents and/carers were disorganised and in some cases missing or contradictory, with differing dates of birth for some children. In addition, dates of birth recorded by you indicate that you had not been meeting required ratios, including on outings. This places children at risk.

We issued you with a welfare requirements notice requiring you to: keep an accurate record of the names of children being cared for on the premises and the hours they attend and the names of each child's key person; improve knowledge and understanding of safeguarding issues, including the procedures to follow and agencies to be notified if there are concerns about children's safety and/or welfare or in the event of any allegation of serious harm or abuse; ensure relevant ratio requirements are met; ensure risks are identified and minimised for outings, including giving consideration to adult to child ratios and obtaining written parental permission for children to take part in outings; keep accurate, clear and easily accessible information for each child cared for including: their full name and date of birth; name and address of every parent, carer or person who has parental responsibility for the child; which parent and/or carer the child normally lives with; and emergency contact details for parents and/or carers; and ensure that people whose suitability has not been checked, including through a criminal records check, do not have unsupervised contact with children being cared for.

We also issued a notice to improve asking you to consider the individual needs, interests and stage of development for each child and use this information to plan a challenging and enjoyable experience for each child in all areas of learning and development so that each child is seen to make progress towards the early learning goals.

Having considered all the evidence, the inspector is of the opinion that the childminder has not taken prompt and effective action to address the points for improvement.

### **Next steps**

We will take enforcement action to ensure compliance with children's welfare and/or learning and development requirements.

If you have any further queries please contact us on the number at the top of this

letter.

Yours sincerely

Nick Hudson  
National Director, Early Education

## Actions

Action	Due date	Closed date
improve the educational programme for babies and the youngest children so they are engaged in challenging and enjoyable experiences that meet their individual needs, interests and stage of development	20/06/2014	24/06/2014
keep a written record of accidents or injuries and first aid treatment	20/06/2014	24/06/2014
ensure the space requirements are met at all times, including when older children are present	20/06/2014	24/06/2014
supply a copy of the inspection report to all parents and/or carers of children attending on a regular basis	20/06/2014	24/06/2014
ensure the needs of each child are met in relation to their care (compulsory part of the Childcare Register)	20/06/2014	24/06/2014
ensure the needs of each child are met in relation to their care (voluntary part of the Childcare Register)	20/06/2014	24/06/2014
maintain a record of children's attendance including the hours they attend (compulsory part of the Childcare Register)	20/06/2014	24/06/2014
maintain a record of children's attendance including the hours they attend (voluntary part of the Childcare Register)	20/06/2014	24/06/2014
ensure the premises and equipment used for childcare are safe and suitable (compulsory part of the Childcare Register)	20/06/2014	24/06/2014
ensure the premises and equipment used for childcare are safe and suitable (voluntary part of the Childcare Register)	20/06/2014	24/06/2014
improve knowledge and understanding of	19/06/2014	24/06/2014

safeguarding issues, including the procedures to follow and agencies to be notified if there are concerns about children's safety and/or welfare or in the event of any allegation of serious harm or abuse

keep an accurate record of the names of children being cared for and the hours they attend and the names of each child's key person 19/06/2014 24/06/2014

ensure suitable hygienic arrangements are in place where children are provided with meals, snacks and drinks 19/06/2014 24/06/2014

ensure risks are identified and minimised for outings, including consideration of adult to child ratios 19/06/2014 24/06/2014

ensure staffing arrangements meet the needs of all children and ensure their safety, in particular ensure that children are always within sight or hearing and usually within sight and hearing 19/06/2014 24/06/2014

ensure relevant ratio requirements are met 19/06/2014 24/06/2014

keep accurate, clear and easily accessible records and retain them for a period of two years including: the name, home address and date of birth of each child who is looked after on the premises; and the name, home address and telephone number of their parent/guardian/carer (compulsory part of the Childcare Register) 06/07/2014

keep accurate, clear and easily accessible records and retain them for a period of two years including: the name, home address and date of birth of each child who is looked after on the premises; and the name, home address and telephone number of their parent/guardian/carer (voluntary part of the Childcare Register) 06/07/2014

consider the individual needs, interests and stage of development for each child 06/07/2014



and use this information to plan a challenging and enjoyable experience for each child in all areas of learning and development so that each child is seen to make progress towards the early learning goals