

Complaint about childcare provision

Ref: EY464523/4583449

Date: 26 October 2020

Summary of outcome

Her Majesty's Chief Inspector of Education, Children's Services and Skills is leading Ofsted's work into how regulated early years and childcare providers in England have delivered child-centred practice and care, within the context of the restrictions placed on society during the COVID-19 (coronavirus) pandemic.

All early years providers must meet the legal requirements in the [Statutory framework for the early years foundation stage](#). If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right. On 23 September 2020, we received concerns that this provider was not meeting some of these requirements. On 12 October 2020, we carried out an unannounced regulatory visit. Following this visit, we suspended the provider's registration because we believe children may be at risk of harm. Suspension allows time for the provider to take steps to reduce or eliminate the risk of harm to children. The provider has a right to appeal against a suspension. The provider may not provide childcare for which registration is required while the suspension is in place and may commit an offence if they do so. We also served the provider with a Welfare Requirements Notice. This is a legal notice that requires the provider to take the actions below within the timescales set out. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed by 15 October 2020:

implement robust recruitment procedures to check that all staff who have regular contact with children are suitable to fulfil their role and responsibilities, including obtaining enhanced criminal records checks

take prompt and effective action to make the main entrance door to the nursery secure to prevent unauthorised persons gaining access to the premises without being noticed by staff

take prompt and effective action to repair the broken sewage outlet so that children have access to a safe and hygienic outdoor play area

Actions needed by 25 October 2020:

ensure the manager has the appropriate training, skills and knowledge to fulfil the manager role and a clear understanding of their role and responsibilities

make sure that the practitioner who is designated to take lead responsibility for safeguarding children has a good understanding of safeguarding policies and procedures;

that they understand their responsibility to liaise with local statutory children's services agencies, and with the local safeguarding children partnership; and they can provide support, advice and guidance to staff on any specific safeguarding issue as required

complete effective and robust risk assessments, to identify which aspects of the environment need to be checked

improve staff's awareness and understanding of risk assessment, to ensure they are vigilant in identifying hazards and take immediate steps to minimise or remove any hazards to children

follow health and safety legislation, including hygiene practices, to promote the good health of children attending the setting and minimise the spread of infection, with particular regard to making sure used cloths, wipes and tissues are disposed of in a safe manner, and staff have appropriate equipment should they need to attend to a child who is ill

improve staffing arrangements and the deployment of staff, so that it effectively meets the needs of all children and ensures their safety at all times

organise the premises and equipment in an effective way that meets the needs of children, and to help ensure that every child's care is tailored to meet their individual needs

On 26 October 2020, we conducted a further unannounced regulatory visit. We found that the provider has met the safeguarding and welfare actions. We have now lifted the suspension because the provider took appropriate action to deal with the matter that led to the suspension and we are satisfied that there is now no risk of harm to children.

Publication of complaints

We publish details of complaints made against childminders, home childcarers and childcare providers where we or the provider have taken action in order to meet legal requirements.

We publish details of complaints on our website for a period of five years.

For further information about the complaints process please view the [Concerns and complaints about childminders and childcare providers leaflet](#).