

## **Complaint about childcare provision**

Ref: 200788/4490195

Date: 21 August 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 31 March 2020, we received concerns that the provider was not meeting some of these requirements.

On 15 July 2020, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements. We have served 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 25 July 2020:

- Improve the risk assessment to ensure all risks to children's safety are effectively identified, minimised or removed

On 27 July 2020, we carried out a regulatory visit. The focus of the visit was to check whether the provider had met the action raised. 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.

Actions needed by 12 August 2020:

- ensure that there is a capable and qualified named deputy to take charge in the absence of the manager
- ensure that there are suitable and hygienic nappy changing facilities to prevent risk of cross infection

- ensure that risk assessment is effective so that all risks to children's safety and well-being are identified and action is taken in a timely manner to remove or minimise hazards
- ensure staff understand how to carry out effective risk assessments to ensure the premises are safe for children
- provide staff with appropriate support, coaching and training to enable them to fulfil their role effectively
- improve knowledge and understanding of the procedures in place for managing allegations of a safeguarding nature
- ensure that any serious accident, illness or injury to, or death of, a child is notified to Ofsted in a timely manner, and within 14 days of the incident occurring
- improve knowledge and understanding of the requirement to notify Ofsted of any information of a safeguarding nature, that may affect the suitability of a member of staff, within a timely manner, and no later than within 14 days
- improve knowledge and understanding of matters that must be notified to Ofsted, and the timeframe to complete these in.

On 13 August 2020, we carried out a monitoring visit. 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.

On 8 October 2020, we carried out a further regulatory visit. We found that the provider had appointed a suitable deputy manager to take charge in the absence of the manager. Risks to children's safety had been removed or minimised, and staff had received support, coaching and training to enable them to fulfil their role, with specific regard to being able to identify and respond to risks in the environment. Nappy changing areas were clean and hygienic. Leaders and managers have improved their knowledge of information that must be notified to Ofsted and understand how to manage allegations of a safeguarding nature.

Additionally, during the visit, we found new areas of concern. This means that the provider was not meeting other requirements as set out in the Statutory framework for the early years' foundation stage. In relation to the new areas of concern, we have served 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 23 October 2020:

- ensure that all staff have an up to date knowledge of safeguarding issues so that they are able to identify signs of possible abuse and neglect and understand what procedures they must follow to report their concerns
- improve staff knowledge and understanding of the 'Prevent duty' guidance in order to protect children who may be at risk of extreme views or behaviours.

On 26 October 2020, we carried out a further regulatory visit. We found that staff are now able to identify signs that could indicate possible abuse and understand what procedures to follow to report their concerns. Staff understand their responsibilities with regards to the 'Prevent Duty' guidance to protect children from extreme views and behaviours.

We are satisfied the provider has met the actions raised. The provider is still registered with Ofsted.

## **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](#).