

Complaint about childcare provision

Ref: EY491258/4574609

Date: 6 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 11 September 2020, we received concerns that the provider was not meeting some of these requirements.

On 24 September 2020, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed by 5 October 2020:

- ensure items which are potentially hazardous are stored safely and are not accessible to children
- maintain safe adult: child ratios when carrying out specific activities which may require closer supervision of children e.g. swimming
- share appropriate information with parents about activities that children have taken part in throughout the day, including any important details regarding children's welfare.

Actions needed by 14 October 2020:

- ensure effective risk assessments are in place when carrying out swimming activities with children, which cover emergency safety procedures and the use of swimming equipment
- ensure that all staff receive appropriate training and coaching in order that they are able to meet the needs of all children who attend the setting. This is with particular regard to children who may have special educational needs and/or disabilities.

On 14 October 2020 we received documents from the manager. These documents were an

action plan, pool room checklist and pool risk assessment. These documents show that risk assessment systems have improved, which now include daily room checks to ensure cleaning chemicals are out of reach of children. Two swimming teachers and one nursery assistant will supervise children at all times when swimming. These changes have been made to improve closer supervision of children while they take part in this activity. Each child's key person will ensure that daily feedback to parents is given. This will include the completion of accident and injury forms. A swimming pool assessment procedure is in place which includes checking the buoyancy equipment to ensure it is fit for purpose, and the testing of an emergency button weekly to ensure this works correctly. All staff are in the process of completing training which will include how to support children who have special educational needs and/or disabilities; autism awareness; strategies to promote children's speech and language; and, behaviour management.

We are satisfied the provider has met the safeguarding and welfare 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](#).