

## **Compliance action taken for childcare provision**

Ref: EY364293/4603145

Date: 13 November 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 14 October 2020, the provider notified us that they had received information from another agency that required them to take action in relation to safeguarding. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of a significant event.

On 23 October 2020, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. Additionally, during the visit, we found new areas of concern. We served a welfare requirements notice. This is a legal notice that requires the provider to take the actions below within the timescales set out.

Actions needed by 9 November 2020:

- ensure all staff, including the designated safeguarding leads, have a confident understanding of safeguarding procedures, and are able to respond to any child protection concerns promptly and effectively
- implement effective systems to ensure staff receive appropriate induction for their roles and continue to receive support, coaching and training to enable them to fulfil their roles and responsibilities fully
- make sure that records, including those used to record pre-existing injuries and accidents, include sufficiently detailed and accurate information to ensure the needs of all children are met
- ensure staff respond appropriately when children sustain an injury, to promote their health and well-being.

On 28 October 2020, we received additional concerns that the provider was not meeting some of the requirements in relation to Child Protection and Information for Parents. On 10

November 2020, we carried out a regulatory visit to the provider to monitor compliance with the welfare requirement notice and to check the provider was meeting the requirements relating to the most recent concerns. We found the provider had not been meeting the requirements in relation to Information for Parents, which was included in the concern we had received, but had taken action to put this right. The provider had improved the arrangements for sharing information with parents if a child was identified as having an injury that did not occur within the setting. The provider will be able to give parents further information about this. However, we found the provider had not met all of the actions included in the welfare requirement notice following our visit on 23 October 2020.

The provider had improved on their procedures to ensure that staff respond appropriately when a child sustains an injury at the nursery. However, although all staff had completed training to improve their understanding there are still concerns around their understanding of their individual roles and responsibilities in relation to safeguarding. Leaders and managers continued to lack a good enough understanding of how to identify and respond to all concerns. They had failed to take sufficient steps to address the other actions included in the notice. We also found that leaders had failed to provide effective leadership and management to staff, which has contributed to the breaches in requirements.

Also, during this visit, we found that the provider had failed to notify Ofsted of a significant event, which is a requirement of their registration.

We served another welfare requirements notice.

Actions needed by 7 December 2020:

- ensure leaders, managers and staff fully understand their responsibilities with regard to safeguarding children; keep accurate and detailed records of any information relating to their concerns and follow effective procedures to ensure swift and appropriate action is taken to keep children safe
- improve arrangements for senior leaders to monitor the quality of the provision, and provide appropriate support to the staff team, with particular regard to those responsible for the running the setting on a day to day basis and with lead roles in terms of safeguarding children.

We suspended the provider's registration because we believed 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.

On 8 December 2020 we carried out a regulatory visit. We found that the provider has introduced a new management structure and has implemented improved procedures for

monitoring the quality of the provision and providing support to staff. Staff and managers have participated in training on safeguarding and child protection, which had increased their confidence and understanding of their responsibilities. They have reviewed child protection policies and procedures and introduced new systems to record information relating to any concerns, to help ensure they manage any safeguarding concerns appropriately. We are satisfied the provider has met the safeguarding and welfare actions raised. We have now lifted the suspension because the provider has taken 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.

The provider is still registered with Ofsted.

### **Publication of compliance action**

We aim to ensure that the welfare of children and young people is protected in the services we regulate. The Childcare Act 2006 and accompanying regulations set out our responsibilities to regulate childminders and childcare providers. This includes the enforcement powers we have in relation to those registered providers who do not comply with the requirements for registration.

We publish details of any actions we take, or the childminder or childcare provider takes to bring about compliance with requirements on our website for a period of five years.

For further information please read the Early years compliance handbook which can be found here at [www.gov.uk/government/publications/early-years-provider-non-compliance-action-by-ofsted](http://www.gov.uk/government/publications/early-years-provider-non-compliance-action-by-ofsted).