

Complaint about childcare provision

Ref: EY446221/4630090

Date: 24 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, which you can find at www.gov.uk/government/publications/early-years-foundation-stage-framework--2. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 11 November 2020, we received concerns regarding the safety and well-being of children. We needed to visit the provider to see whether they were meeting the safeguarding and welfare requirements set out in the Statutory framework for the early years foundation stage. We look into the information we receive to see if the childcare provider is meeting all legal requirements.

On 17 November 2020 we carried out an announced visit to the premises. We found that the provider had failed to notify Ofsted of a significant event in a timely manner and risk assessments were not suitable to help promote children's safety and well-being. We also found that staff did not always provide good levels of supervision to children, particularly when accessing large playground equipment. Although not part of the original concern we also found weaknesses in managers and staffs safeguarding knowledge, particularly in relation to allegations made against staff and knowledge of the 'Prevent duty guidance for England and Wales 2015'. Furthermore, we found that vetting processes for new employees had not been fully completed.

Following our visit, we issued 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. Actions set are:

develop staffs understanding of wider safeguarding matters, in particular, the prevent duty guidance for England and Wales 2015 by 18 December 2020

improve recruitment procedures and ensure that the appropriate suitability checks for staff are completed by 18 December 2020

improve staff deployment to help ensure all children are well supervised, particularly during outdoor play by 18 December 2020

review accident reporting procedure and ensure all serious accidents or injury are reported to Ofsted within a timely manner by 18 December 2020

review risk assessments and identify and remove any potential hazards to children by 18 December 2020

On 18 December 2020 we carried out an announced visit to the premises. We found that the provider has met the actions raised within the required time frame.

The provider remains 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](#).