

Complaint about childcare provision

Ref: 2539493/4670380

Date: 11 February 2021

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 December 2020, we received concerns that the provider was not meeting some of these requirements.

On 05 January 2021, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. 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. The provider will be able to give parents further information about this.

Actions needed by 22 January 2021:

- improve knowledge and understanding of how to respond to child protection concerns so that information is shared with other professionals in a timely manner
- ensure that risk assessment is effective so that risks to children's safety and well-being are identified and action is taken to remove or minimise hazards in a timely manner
- improve the deployment of staff to ensure that children are appropriately supervised at all times
- ensure that staff have the necessary training, skills and knowledge to meet the needs of the youngest children
- provide managers and staff with appropriate support, coaching and training opportunities to help them fulfil all aspects of their roles and responsibilities
- ensure that accident records contain sufficient and accurate information about how and when injuries are sustained, and any treatment provided or recommended

We also found that the provider had failed to notify Ofsted of a significant event, which is a

requirement of their registration.

On 25 January 2021, we carried out a regulatory visit. The focus of the visit was to check whether the provider had met the safeguarding and welfare actions raised in the welfare requirements notice.

We found the provider had met some of the safeguarding and welfare actions but not others. Risk assessments have been improved to ensure the safety of children. Training has been arranged to improve the skills and knowledge of staff working with the youngest children. Improvement has been made to the deployment of staff to provide adequate supervision of children. Accident procedures have been improved to ensure that accident records are completed with appropriate information. However, sufficient action has not been taken to ensure that persons responsible for safeguarding have improved their knowledge and understanding of how to respond to child protection concerns so that information is shared with other professionals in a timely manner. Managers have not been provided with appropriate support, coaching and training opportunities to help them fulfil all aspects of their roles and responsibilities.

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 served a further 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 needed by 2 February 2021:

- demonstrate that the lead practitioner for safeguarding has a secure knowledge and understanding of child protection procedures in order to respond appropriately to signs of possible abuse and neglect
- provide support, coaching and supervision to managers so that they are able to fulfil all aspects of their roles and responsibilities in order to promote the interests of children.

On 3 February 2021, we carried out a regulatory visit. The focus of the visit was to check whether the provider had met the safeguarding and welfare actions raised in the welfare requirements notice.

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.

We found the provider had met some of the safeguarding and welfare actions but not others. Support, coaching and supervision has now been provided to managers to help them fulfil all aspects of their roles and responsibilities. However, persons responsible for safeguarding are not able to demonstrate a secure knowledge and understanding of how to identify and respond to possible signs of abuse and neglect.

Additionally, during the visit, we found a new area of concern. This means that the provider was not meeting another requirement as set out in the Statutory framework for the early year's foundation stage. In relation to the new area 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. The provider will be able to give parents further information about this.

Actions needed by 26 February 2021:

- improve the knowledge and understanding of all staff to ensure they are able to identify issues of concern in a child's life at home or elsewhere so that any information of a safeguarding nature is identified and referred to other professionals in a timely manner
- ensure that information shared with parents is sufficiently clear and detailed in order to promote the safe and efficient management of the setting and to meet the needs of all children

On 1 March 2021, we carried out a regulatory visit. The focus of the visit was to check whether the provider had met the safeguarding and welfare actions raised in the welfare requirements notice.

We found that the provider had taken steps to improve the knowledge and understanding of staff so they were able to identify and respond to child protection concerns in order to safeguard children. We found that sufficiently clear and detailed information had been provided to parents to promote the safe and efficient management of the setting. 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](#).