

## **Complaint about childcare provision**

Ref: 2564847/4684460

Date: 28 March 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 12 January 2021, we received concerns that the provider was not meeting some of these requirements.

On 20 January 2021, we carried out a regulatory visit. We found the provider was not meeting some of the requirements.

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.

We served a welfare requirements notice. This is a legal notice that required the provider to take the actions below within the timescales set out.

Actions needed by 19 February 2021:

- improve the Nominated Individual's knowledge of the safeguarding and welfare requirements
- improve systems for monitoring the suitability of all staff, including the manager, to ensure they remain able to fulfil the requirements of their role
- ensure there is a named deputy who is qualified and capable to take charge in the manager's absence
- ensure that all staff have the required training and skills to meet the safeguarding and welfare needs of all children
- improve staffing arrangements to enable effective deployment of staff to meet the needs

of all children

- ensure there are sufficient staff available to work directly with the children
- ensure that there is at least one member of staff present that holds a full and relevant level three qualification
- improve systems for recording accident and incidents and any first aid treatment given. This includes ensuring accidents are notified to parents as soon as reasonably practicable
- ensure children's behaviour is managed in an appropriate way
- ensure that the premises, including overall floor space and outdoor spaces are fit for purpose, this relates particularly to the electrical safety of the premises
- ensure that resources provided in activities are suitable for the age and current development needs of all children, particularly the youngest children
- ensure children have daily access to an outdoor play area or that outdoor activities are planned and undertaken on a daily basis
- improve systems to ensure that effective arrangements are in place to support children with additional needs
- provide Ofsted with the required information to check the suitability of all adults who are partners in the organisation, or a director, secretary or other officer or members of its governing body
- improve the Nominated Individual's knowledge and understanding of significant events or changes that must be notified to Ofsted.

We monitored the provider's response to the actions set.

We found the provider had met some of the safeguarding and welfare actions but not others. The nominated individual had improved their understanding of the safeguarding and welfare requirements and the significant events and changes that must be notified to Ofsted. The provider showed evidence to demonstrate the electrical safety of the premises. A deputy manager had been appointed and was undergoing induction and training to support their development.

We served a further welfare requirements notice to allow the provider additional time to bring about the necessary improvements.

Actions required by 1 April 2021:

- Improve systems for monitoring the suitability of all staff, including the manager, to ensure they remain able to fulfil the requirements of their role
- Ensure that all staff have the required training and skills to meet the safeguarding and welfare needs of all children
- Improve staffing arrangements to enable effective deployment of staff to meet the needs of all children
- Ensure there are sufficient staff available to work directly with the children
- Improve systems for recording accident and incidents and any first aid treatment given. This includes ensuring accidents are notified to parents as soon as reasonably practicable.
- Ensure children's behaviour is managed in an appropriate way
- Ensure that resources provided in activities are suitable for the age and current development needs of all children, particularly the youngest children
- Ensure children have daily access to an outdoor play area or that outdoor activities are planned and undertaken on a daily basis
- Improve systems to ensure that effective arrangements are in place to support children with additional needs

On 18 March 2021 we conducted another visit to monitor the provider's response to the actions set. The provider demonstrated that they had taken further action in response to some of the actions set, but not others. The staff team had received additional training in safeguarding, safer recruitment, managing behaviour and supporting children who have special educational needs. Their understanding of the training had been assessed by the provider. The learning environment had been thoroughly risk assessed and enhanced to reflect the ages of children who would use the space. Recruitment systems had been updated to better assess the suitability of all adults intending to care for children.

We lifted the suspension because the provider took appropriate action to bring about the necessary improvement and remove the identified risk to children.

On 1 April 2021 we conducted a regulatory visit to monitor the completion of the remaining actions. We found that the provider had improved their knowledge and understanding of child protection procedures and now fully understands their responsibilities.

We are satisfied the provider has met the safeguarding and welfare actions raised.

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](#).