

Complaint about childcare provision

Ref: EY479583/4777305

Date: 19 May 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 29 April 2021, we received concerns that the provider was not meeting some of these requirements.

On 30 April 2021, we carried out a regulatory visit. We found that the provider had failed to notify Ofsted of a significant event, which is a requirement of their registration. We found the provider was not meeting some of the requirements. We also found that the provider had not taken the agreed steps following our previous visit on 27 January 2021 to minimise the risk of burns to children due to ineffective radiator covers.

We suspended the provider's registration because we believe children may be at risk of harm.

We have also 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 21 May 2021

- improve risk assessment so that all risks to children's safety are identified and action is taken to remove or minimise risks and hazards in a timely manner
- ensure that the premises are secure enough to prevent children from leaving unsupervised or unauthorised persons from entering the premises
- ensure that fire exit routes are easily accessible and free from obstructions to help keep children safe in the event of an emergency evacuation
- improve knowledge and understanding of safeguarding and child protection procedures to ensure that any issues of concern in a child's life are identified and information of a

safeguarding nature is referred to other professionals in a timely manner

- ensure there is always a manager present, or in the absence of the manager, that there is a named deputy who is capable and qualified to take charge in the manager's absence
- ensure all staff, including the nominated individual, have a clear understanding of their roles and responsibilities and implement these effectively
- ensure that first-aid qualified staff are deployed effectively to ensure that a paediatric first aider is able to respond to emergencies quickly
- maintain an accurate record of children's attendance
- make sure that records are maintained to ensure the safe and efficient management of the setting, with particular regard to staff signing-in and out records.

On 11 May 2021 the provider advised us that they had taken steps to address the actions and they believed the threshold for suspension was no longer met. The provider requested that we monitor the welfare requirements notice before the due date. We visited the provider on 14 May 2021. We found the provider had met some of the safeguarding and welfare actions but not others. The provider had ensured that fire exit routes were easily accessible. Systems for staff signing-in and recording children's attendance had been improved. The provider demonstrated how they would meet the requirement for a manager or named deputy to be present at all times. However, risk assessment was still poor and further risks were evident. Safeguarding knowledge and understanding was not robust.

Additionally, during the visit, we found new areas of concern. This means that the provider was not meeting other requirements as set out in the Statutory framework for the early years foundation stage.

In relation to the new areas of concern, we have 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 21 May 2021;

- improve knowledge and understanding of what records need to be maintained for the safe and efficient running of the setting, with particular regard to records about safeguarding concerns

The registration remains suspended. 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 monitored the provider's response and found that the provider has taken reasonable steps to meet all the actions raised in the Welfare Requirements Notice. We have taken the decision to lift the suspension of the registration as the grounds for the suspension no longer apply.

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](#).