

Complaint about childcare provision

Ref: EY541379/4756376

Date: 17 June 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 30 March 2021 we received concerns that this provider was not meeting some of these requirements. On 31 March 2021 we conducted a regulatory telephone call to discuss the concerns. Following that call Ofsted made the decision to suspend the provider's registration.

The purpose of the suspension is to allow time to investigate our belief that a child may be exposed to a risk of harm and for any necessary steps to be taken to eliminate or reduce the risk of harm.

On 7 April 2021 we carried out an announced visit to the setting. We found that the provider was not meeting a number of 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.

Action required by 13 April 2021:

- Ensure children do not leave the premises unsupervised.
- Ensure children are adequately supervised and decide how to deploy staff to ensure children's needs are met; children must usually be within sight and hearing of staff and always within sight or hearing.
- Ensure children and staff are not exposed to risks and demonstrate how these risks are being managed.
- Ensure that people looking after children are suitable to fulfil the requirements of their

roles. Ensure that there are effective systems in place to ensure staff are suitable.

- Ensure information about staff qualifications, identity checks and recruitment and vetting processes that have been carried out, is recorded.
- Ensure that the manager holds at least a full and relevant level 3 qualification and at least half of all staff hold at least a full and relevant level 2 qualification.
- Ensure staff have appropriate qualifications, training, skills and knowledge and a clear understanding of their roles and responsibilities.
- Ensure newly appointed staff receive induction training to help them understand their roles and responsibilities. Induction training must include information about emergency evacuation, safeguarding, child protection and health and safety issues.
- Ensure that at least one person, who has a current paediatric first aid certificate, is on the premises and available at all times when children are present, to deal with any accidents or injuries.
- Ensure that a designated practitioner, who has attended an appropriate training course, is available to take lead responsibility for safeguarding within the setting. Ensure that they can provide support, advice and guidance to staff on an ongoing basis and on any specific safeguarding issue as required.
- Ensure procedures in the event of a child going missing at or away from the setting are clear and followed.
- Ensure a written record is kept of accidents/injuries sustained by the child. Ensure parents are informed on the same day or as soon as reasonably practicable after.

On 14 April 2021 we carried out a monitoring visit to the setting to check the provider's compliance with the welfare requirement notice.

We continued to have concerns about the provision. The provider's registration remained suspended.

On 15 June 2021 the provider tendered their resignation. Ofsted accepted the resignation.

The provider is no longer 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](#).