

Complaint about childcare provision

Ref: 224080/4748006

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 10 March 2021, the provider notified us about a safeguarding concern. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of a significant event that is likely to affect the suitability of any person who is in regular contact with children.

On 19 March 2021 and 31 March 2021, we received concerns that the provider was not meeting some of these requirements.

On 1 April 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 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 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 20 April 2021:

- improve knowledge and understanding of changes that must be notified to Ofsted, with particular regard to ensuring that information about committee members is made available to Ofsted so that appropriate suitability checks can be completed
- ensure that there is an appropriate separate area for children under the age of two, that

has suitable equipment and resources to meet the needs of younger children

- improve knowledge and understanding of how to carry out effective risk assessment to ensure that the premises and equipment are safe and suitable for children and that children are not exposed to risks or hazards that may impact on their health and safety
- ensure that risk assessment is effective so that all risks to children's health and safety are identified and action is taken to remove or minimise any risks and hazards in a timely manner

On 21 April 2021, we carried out a regulatory telephone call and regulatory visit. The focus of the visit was to check whether the provider had met the safeguarding and welfare actions, raised at their last visit.

On 21 April 2021 we found that the provider had not met the actions set. We have served a welfare requirements notice.

Actions needed by 5 May 2021:

- improve knowledge and understanding of changes that must be notified to Ofsted, with particular regard to ensuring that information about committee members is made available to Ofsted so that appropriate suitability checks can be completed
- ensure that there is an appropriate separate area for children under the age of two, that has suitable equipment and resources to meet the needs of younger children
- improve knowledge and understanding of how to carry out effective risk assessment to ensure that the premises and equipment are safe and suitable for children and that children are not exposed to risks or hazards that may impact on their health and safety
- ensure that risk assessment is effective so that all risks to children's health and safety are identified and action is taken to remove or minimise any risks and hazards in a timely manner

On 6 May 2021, we carried out a regulatory telephone call and regulatory visit. The focus of the visit was to check whether the provider had met the safeguarding and welfare actions, raised at their last visit.

On 6 May 2021 we found that the provider had improved arrangements for notifying Ofsted

of changes to committee members. We found that there was an appropriate area for children under the age of two years, which had suitable equipment and resources to meet the needs of younger children. We found that staff and managers had improved their knowledge and understanding of risk assessment and that systems for risk assessment was now effective. We are satisfied the provider has met the safeguarding and welfare actions raised.

Additionally, during the visit on 6 May 2021, 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 1 June 2021:

- ensure that an appropriate child protection procedure is in place, which is in line with the guidance and procedures of the local safeguarding children's board, with specific regard to the action to be taken in the event of an allegation being made against a member of staff
- ensure that the designated lead practitioner for safeguarding has undertaken an appropriate training course, which enable's them to identify, understand and respond to possible signs of abuse and neglect
- improve the knowledge and understanding of all managers and persons with oversight of the setting of the procedures to follow in the event of an allegation being made against a member of staff
- ensure that all information and records are easily accessible and available upon request
- ensure that all confidential information and records about staff and children are held securely
- identify a named SENCO who has a suitable knowledge and understanding of how to provide support for children with special educational needs or disabilities
- ensure that there are arrangements in place to support children who may have special educational needs or disabilities
- provide support for all staff, including managers, to undertake appropriate training and professional development opportunities to enable them to develop a clear understanding

of their roles and responsibilities to promote the interests of all children

The provider has resigned their registration 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](#).