Complaint about childcare provision

Ref: 203614/4782713

Date: 8 June 2021

Summary of outcome

All early years providers must meet the legal requirements in the 'Statutory framework for the early years foundation stage', which you can find at www.gov.uk/government/publications/early-years-foundation-stage-framework--2. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 7 May 2021 we received concerns that this provider was not meeting some of these requirements. We also received a notification from the provider about the safeguarding incident. The notification means that the provider met their legal responsibility as set out in the early years foundation stage welfare requirements to notify Ofsted of a significant event that may affect the suitability of anyone working with children.

We found that a child had been able to leave the premises unsupervised and was found in the middle of a busy main road by a member of the public. We visited the provider and while they had taken steps to secure the premises there were still concerns that needed to be addressed.

We issued a welfare requirements notice. This is a legal notice that requires the provider to take the action below within the timescales set out.

Actions needed -

ensure that staff have the appropriate training and a clear understanding of their roles and responsibilities, with particular regard to supervision of children and fire safety – by 24/05/2021

ensure that children are adequately supervised and that they are usually within sight and hearing, and within sight or hearing at all times – by 24/05/2021

ensure that all fire exits are clearly identifiable, free of obstruction and easily opened from the inside – by 24/05/2021

ensure that children do not leave the premises unsupervised and take all reasonable steps to prevent unauthorised persons entering the premises – by 24/05/2021

take all reasonable steps to ensure staff and children are not exposed to risks and demonstrate how these risks are being managed – by 24/05/2021

On 26 May 2021 we carried out an unannounced inspection of the setting and monitored the welfare requirements notice. The outcome was inadequate with enforcement. Please see inspection report for full details. As part of the inspection we issued a further welfare requirements notice as the provider had failed to meet some of the actions in the previous notice.

Actions needed –

ensure that children are adequately supervised and deploy staff so that all children's needs are met – by 29/06/2021

make sure staff undertake appropriate training and professional development opportunities to ensure they offer quality learning and development experiences for children that continually improve – by 29/06/2021

put appropriate arrangements in place for the supervision of staff that fosters a culture of mutual support, teamwork and continuous improvement – by 29/06/2021

ensure that children's behaviour is managed in an appropriate way – by 29/06/2021

organise the premises and equipment in a way that meets all children's needs – by

29/06/2021

take all reasonable steps to ensure children are not exposed to risks and demonstrate how these risks are being managed – by 29/06/2021

On 30th June 2021 we carried out an unannounced visit to the setting to monitor the notice. We found that the provider had taken all appropriate steps to address all the actions raised.

The provider will be able to give parents further information about this. The next step will be a full inspection.

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.