

Complaint about childcare provision

Ref: 2619608/4746102

Date: 8 July 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 16 March 2021 we received concerns that this provider was not meeting some of these requirements.

On 8 April 2021, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take.

The provider will be able to give parents further information about this. Additionally, we found that the provider had failed to notify us of a new manager. This is a requirement of registration. We took no further action as the provider is now clear on the requirement to notify Ofsted in the future.

Action needed by 30 April 2021:

ensure risk assessments identify and minimise all potential risks or hazards to children

ensure effective and consistent strategies are in place to manage children's behaviour which

help children understand what is expected of them

ensure staff are deployed effectively so that they can supervise children and make sure their needs are met

implement robust systems to ensure the effective and timely completion of records of any injuries to children

enable a two-way flow of information with parents and carers to support children's healthy eating

promote the good health of children attending the setting. This is with particular regard to the content of packed lunches

implement an effective key-person system so that staff can meet children's individual needs

ensure that staff understand the safeguarding policy and procedures and know how to respond to safeguarding concerns about children in a timely and appropriate way

ensure all staff have a clear understanding of their roles and responsibilities.

On 22 April 2021 we received further concerns that the provider was not meeting the requirements.

On 14 May 2021, we carried out a regulatory visit. We found the provider had taken action to meet some of the actions raised. Staff were supervising children closely and had completed thorough risk assessments of the rooms used to care for children. The managers

and staff were monitoring the content of children's lunches to make sure they were healthy and providing appropriate feedback to parents where necessary. We also found the provider was not meeting some of the requirements. 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 18 June 2021:

ensure effective and consistent strategies are in place to manage children's behaviour to help children understand what is expected of them

implement robust systems to ensure the effective and timely completion of records of any injuries to children

implement an effective key-person system so that staff can meet children's individual needs

ensure staff are alert to any issues of concern in a child's home life

ensure all staff have a clear understanding of their roles and responsibilities

ensure that staff make a record of any instances of physical intervention and inform parents

On 11 June 2021 we received further concerns that the provider was not meeting the requirements.

On 14 June 2021 we carried out a regulatory visit. We found the provider was not meeting some of the requirements. 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. We will monitor the provider's response to ensure the action is successfully completed.

Action needed by 22 June 2021:

take reasonable steps to ensure the safety of children, staff and others on the premises in the case of fire or any other emergency including ensuring that evacuation routes are free from obstruction.

On 24 June 2021, we carried out a regulatory visit. We found the provider had taken action to meet some of the actions raised. Staff now ensure that any injuries to children, whether occurring on site or those they arrive with, are recorded appropriately to support children's safety and welfare. The key person system has been reviewed and adapted to ensure those working with children fully understand their individual needs and how to support them. Staff ensure any issues in children's home life is quickly shared with management and reported on appropriately to support their safety. They understand their roles and responsibilities and ensure any physical intervention used to protect children from harm is recorded and shared with parents as needed. We also found the provider was not meeting some of the requirements. 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.

Action needed by 21 July 2021:

ensure effective and consistent strategies are in place to manage children's behaviour to help children understand what is expected of them

ensure that children are unable to leave the premises unsupervised and that unauthorised people are not able to enter the setting

take all reasonable steps to ensure children are not exposed to risks in the setting, with regard to unsecure doors and gates in the outdoor garden

ensure that the kitchen is clean and well maintained and does not pose a risk to children's health.

On 22 July 2021, we carried out a monitoring visit. We are satisfied that the provider has taken the necessary steps to meet the actions raised. They have developed the procedures for managing children's behaviour. Observations of interactions with staff and children were positive. As a result, children behave well and understand what is expected of them. The provider has reviewed their risk assessments to ensure all areas used by children are safe and secure. Doors remain locked, as do external gates, to ensure no child can leave the setting unnoticed and that unknown persons cannot gain access. Additionally, the provider has ensured that the kitchen is maintained hygienically to support children's good health.

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](#).