

## **Compliance action taken for childcare provision**

Ref: EY475617/4814218

Date: 28 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 15 June 2021, we received a notification from the provider about an incident regarding a child escaping from the setting. On 16 and 17 June 2021 we also received concerns in relation to the same incident, that indicated the provider was not meeting some of these requirements.

On 18 June 2021 we received a written account of the incident from the provider, including the action they had taken. For example, the provider informed us that they had undertaken a review of the risk assessment for the outdoor play area and related procedures.

In addition, the provider was reviewing other risk assessments in relation to children moving around inside the building and when not in their base rooms. The provider has also enquired with the local authority whether there is any training available around risk assessment.

The provider has now changed their procedures regarding the use of apprentices. Going forward, childcare apprentices and volunteers will not be included within staff-child ratios and will be supernumerary. The provider feels this will allow them to strengthen the training programme they offer and provide more opportunities for modelling good practice.

The provider will also be reviewing their lost child policy to include the procedure to be followed after an incident, including improvements in the information sharing procedure with parents. The provider will also be consulting with parents in order to review and strengthen some of the settings procedures. In addition, the provider will be managing the setting for the foreseeable future, in order to support staff.

On 22 June 2021, we carried out a regulatory visit. We found that although the provider had taken some appropriate and swift action, they were 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. The provider is still registered with Ofsted.

Actions needed by 26 July 2021:

- strengthen the key person system to ensure that staff have the most up to date information about children, and that every child's care is tailored to meet their individual needs

- demonstrate how staff deployment and staffing arrangements meet the needs of all children and ensure their safety

- review and improve the arrangements for staff supervision. Ensure that staff receive adequate support, coaching and training that promotes the interests of children. Ensure that the supervision procedure fosters a culture of mutual support, teamwork and continuous improvement, which encourages the confidential discussion of sensitive issues.

We made further unannounced visit to the provider on 27 July 2021 and found that the provider had taken comprehensive steps to comply with the welfare requirements notice. This includes a full review and updates to related policies, procedures and documents, such as more specific information about individual children to be included on registration forms. Parents have received new information about the key person system and about how staff will always be deployed in a way that meets the needs of the children present. This will include extra staff on duty where needed. In addition, an internal intercom and external walkie-talkie system will be used for staff to summon colleagues if needed.

Staff meetings and individual staff supervision meetings are now held more regularly to improve support, mentoring and training procedures. Meetings also include discussions around each staff members key children, so that targeted support for every child can be agreed.

We are satisfied with the action taken by the provider.

### **Publication of compliance action**

We aim to ensure that the welfare of children and young people is protected in the services we regulate. The Childcare Act 2006 and accompanying regulations set out our responsibilities to regulate childminders and childcare providers. This includes the enforcement powers we have in relation to those registered providers who do not comply with the requirements for registration.

We publish details of any actions we take, or the childminder or childcare provider takes to

bring about compliance with requirements on our website for a period of five years.

For further information please read the Early years compliance handbook which can be found here at [www.gov.uk/government/publications/early-years-provider-non-compliance-action-by-ofsted](http://www.gov.uk/government/publications/early-years-provider-non-compliance-action-by-ofsted).