

## **Complaint about childcare provision**

Ref: 2541577/4792094

Date: 19 August 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 19 May 2021 we received concerns that the provider was not meeting some of these requirements. We found that the provider had failed to notify Ofsted of a change of manager, which is a requirement of their registration.

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 have also 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 8 June 2021:

- ensure that children are adequately supervised and always within sight or hearing of

appropriately deployed staff in order to meet the needs of all children and ensure their safety

- implement a policy, and procedures, for administering medicines which includes systems for obtaining information about a child's needs for medicines, and for keeping this information up to date
- ensure that written permission for particular medicines has been obtained from the child's parent and/or carer before administering
- keep a written record of each time a medicine is administered to a child, and ensure the child's parents and/or carers are informed on the same day, or as soon as reasonably practicable
- ensure that premises are fit for purpose and suitable for the age of children cared for and the activities provided on the premises, and comply with requirements of health and safety legislation
- ensure that fire exit routes are easily accessible to ensure the safety of children, staff and others in the case of an emergency evacuation of the premises
- improve risk assessment so that all risks to children's safety are identified and action is taken to remove or minimise risks and hazards in a timely manner.

We monitored the provider's response and found that they have taken reasonable steps to meet all the actions raised in the welfare requirements notice. We have taken the decision to lift the suspension of the registration as the grounds for the suspension no longer apply.

On 7 July 2021, we carried out an inspection and found the provider was not meeting some of these requirements. The overall effectiveness of the provision was judged to be inadequate. The inspection report sets out the actions the provider was required to take to meet the requirements.

On 27 July 2021, we carried out a regulatory visit. The focus of the visit was to check whether the provider had met the safeguarding and welfare actions, raised at their last inspection. During the visit, we found that steps have been taken to help staff develop a better understanding of their roles and responsibilities and the environment was safe for the children attending. The arrangements to support children who have special educational needs and/or disabilities are being improved.

We are satisfied the provider has met the safeguarding and welfare actions raised.

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](#).