

Complaint about childcare provision

Ref: EY396797/4808108

Date: 16 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 9 June 2021, we received concerns that the provider was not meeting some of these requirements. On the same day the provider notified us that an accident had occurred in the outdoor area. 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 significant events.

On 11 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.

Actions needed by 2 July 2021;

ensure that all outdoor areas are safe and suitable for the ages of children attending and activities being provided

take all reasonable steps to ensure that children are not exposed to risks

ensure that risk assessments show how risks are identified and managed and are used to inform staff practice

ensure that all records and documents are detailed and accurately completed for the safe and efficient management of the setting.

We monitored the action taken by the provider to meet the welfare requirements notice by completing a full inspection on 7 July 2021, which judged the setting to be inadequate and further welfare requirements notices were issued, requiring the provider to:

ensure all staff know how to report concerns to the agencies with statutory responsibilities

for child protection, if they are worried about children in their care by 6 August 2021

implement the safeguarding policy to ensure concerns about children are reported to the agencies with statutory responsibilities without delay by 6 August 2021

ensure records which are kept for the safe and efficient management of the setting are fully completed, particularly records relating to risk assessments and concerns about children by 6 August 2021

implement effective risk assessments relating to hygiene and safety to ensure indoor spaces are safe and clean for children to use by 6 August 2021.

We carried out an unannounced monitoring visit on 10 August 2021, which found the provider had taken satisfactory action to meet all of the welfare requirements notice. Areas of the premises that were found to be unsafe for children or may have had an impact upon their health, have been made safe or inaccessible to children. Staff are aware of the internal and external procedures that must be followed if a child is at risk from harm. Records and documentation containing information for staff have been improved. These include revised risk assessments, a 'Temporary Staff Induction' sheet that includes what action staff are to take if they are concerned about a child in their care. In addition, it covers what the safeguarding policy and escalation procedure is if staff have concerns about adults work are working with children. Also, an 'Important Information for Temporary Staff' sheet has been devised for any temporary or agency staff who may be working on the premises. This includes the names of designated safeguard leads (DSL) and what staff must do if they have a concern about a child or a staff member's conduct. The manager and DSL is clear about recording all required information about a child at risk and reporting the concerns promptly to the agencies with statutory responsibilities.

The next steps will be a further 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](#).