

## **Complaint about childcare provision**

Ref: EY415454/5207416

Date: 6 September 2022

### **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. Between 11 July 2022 and 29 July 2022, we received six concerns that this provider was not meeting some of these requirements. On 4 August 2022, we carried out an unannounced regulatory visit. We found that the provider had failed to notify Ofsted of a significant event. Following this visit, we suspended the provider's registration and served the provider with a Welfare Requirements Notice (WRN). This is a legal notice that requires the provider to take the actions below within the timescales set out.

Actions needed by 23 August 2022:

- ensure their safeguarding policy is in line with local safeguarding partnership procedures and that it is followed by staff so that any concerns about children's welfare are reported without delay
- ensure that the manager, designated safeguarding leads and all staff have an up-to-date knowledge of the potential indicators of abuse, what to do in the event of an allegation being made, and the role of the local authority designated officer (LADO)
- ensure that at least half of all staff, other than the manager who must hold an approved level 3 qualification, hold at least an approved level 2 qualification and that staff deployment meets the needs of all children and ensures their safety
- maintain records of staff qualifications and suitability checks, and ensure staff have the approved qualifications required for their role
- maintain a record Disclosure and Barring Service checks for all staff, including the check reference number, the date a check was obtained and details of who obtained it
- allocate all children a named key person who is fully aware of, and can meet, their individual needs and help each child to feel settled and secure in their surroundings

- implement effective hygiene practices that promote the good health of children and help to minimise or stop the spread of infection
- have and implement effectively, policy and procedures, for administering medicines to ensure parental permission is gained, staff understand the reasons for and doses of medication to be given, and records are kept when it is administered
- for each child in their care, keep an accurate record of contact details for parents and record who has legal parental responsibility
- take all reasonable steps to ensure children in their care are not exposed to risks, including checking outdoor areas for hazards prior to children using these spaces.
- implement effective supervision arrangements which support staff to have a clear understanding of their roles and provide opportunities to discuss any concerns about individual children's development and any safeguarding concerns
- ensure a record is kept of any complaints, along with the actions taken and the outcome.

On 14 August 2022 we received further information that the provider was not meeting the legal requirements in the Statutory framework for the early years foundation stage.

On 24 August 2022, we carried out a regulatory visit and found the provider had met some of the safeguarding and welfare actions but not others. Additionally, during the regulatory visit, we found a new area of concern. This means that the provider was not meeting other requirements as set out in the Statutory framework for the early years foundation stage.

In relation to the new area of concern, and the unmet actions, 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 31 August 2022:

- ensure that staff deployment meets all ratio requirements, meets the needs of all children and ensures their safety and wellbeing
- ensure your staff, including the designated safeguarding leads, have an up-to-date knowledge of the potential indicators of abuse
- train all staff, including the designated safeguarding leads, to understand and follow your safeguarding policy, so that any concerns about children's welfare are reported in full and

without delay

- maintain up-to-date, accurate and sufficiently detailed records that enable you to ensure the safe and efficient management of the setting and help to ensure all children's needs are met.

On 1 September 2022, we carried out a regulatory visit and found that the provider had improved their knowledge and understanding of child protection procedures and now fully understands their responsibilities. They had developed their staff deployment plans to ensure all ratio requirements will be met. They had also improved their record keeping processes. We are satisfied the provider has met the safeguarding and welfare actions raised. On 2 September 2022, we lifted the suspension of their registration because the provider took appropriate action to deal with the matter that led to the suspension. We are satisfied that the identified risk of harm to children has been removed. 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](#).