

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

Ref: EY466301/5551973

Date: 20 December 2023

### **Summary of outcome**

All early years providers must meet the legal requirements in the Statutory framework for the early years foundation stage, which you can find at [www.gov.uk/government/publications/early-years-foundation-stage-framework--2](http://www.gov.uk/government/publications/early-years-foundation-stage-framework--2). If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 3 October 2023, we carried out an inspection and found the provider was not meeting some of these requirements. At inspection, we also checked whether the provider had met the safeguarding and welfare actions raised at their last visit.

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 26 October 2023, 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.

On 26 October 2023, we found the provider had met some of the safeguarding and welfare actions but not others. We found that the provider had obtained and recorded all required information about children. Children were provided with access to fresh drinking water at all times. However, the provider had not ensured that all staff understand how to identify and respond to safeguarding issues. Information and records were not properly maintained to promote the safeguarding of children. Staff continued to lack knowledge and understanding of how to manage children's behaviour in a consistent and appropriate way. The key person system did not meet the individual needs of every child. Staff, including managers, did not receive effective supervision, coaching and support to enable them to fulfil their roles and responsibilities. Arrangements had not been put in place to support children who have special educational needs and/or disabilities (SEND).

We have served another 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 10 November 2023:

- ensure that all staff, including the lead practitioner for safeguarding, understands how to

identify and respond to any issues of concern about a child in a timely way

- ensure that all information and records, including child protection records, are clear and sufficiently detailed to promote the safeguarding of children and the safe and efficient management of the setting
- ensure that all staff manage children's behaviour in an appropriate and consistent way to help children to understand what is expected from them
- implement an effective key person system, which ensures that staff know each child well and provide care and learning that is tailored to meet their individual needs
- provide all staff, including managers, with effective supervision, which includes monitoring, coaching and support, to ensure that they fully understand and fulfil their roles and responsibilities.
- put effective arrangements in place to provide support for children with special educational needs and/or disabilities

We will monitor the provider's response to ensure the actions are successfully completed.

On 14 November 2023, 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 visit.

On 14 November 2023, we found that the provider had not met the actions set in the welfare requirement notice. Additionally, during the visit, we found new areas 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.

We have served another 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 6 December 2023:

- ensure that all staff understand and implement an effective policy and procedure to identify and respond to possible child protection concerns
- ensure that all information and records, including child protection records, are clear, accurate and sufficiently detailed to promote the safeguarding of children and the safe

and efficient management of the setting

- ensure that all staff manage children's behaviour in an appropriate and consistent way to help children to understand what is expected from them
- implement an effective key person system, which ensures that staff know each child well and provide care and learning that is tailored to meet their individual needs
- put effective arrangements in place to provide support for children with special educational needs and/or disabilities
- ensure that staff who work with children aged under two years are suitably qualified and experienced, and that at least half of all staff working with this age group have received training that specifically addresses the care of babies
- ensure that facilities for sleeping children are safe and that staff understand and follow the latest government safety guidance for placing children down to sleep safely
- ensure that room temperatures are maintained at a safe level, including areas where children sleep
- implement robust hygiene procedures to promote the good health of all children attending
- provide all children with access to fresh drinking water at all times
- provide all staff, including managers, with effective supervision, which includes monitoring, coaching and support, to ensure that they fully understand and fulfil their roles and responsibilities.

We will monitor the provider's response to ensure the actions are successfully completed.

On 12 December 2023, 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 visit. We found the provider had met some of the safeguarding and welfare actions but not others. We found that all records and documentation were clear and accurate. Staff have a suitable understanding of child protection policies and procedures and they can now identify and respond to the signs and symptoms of abuse. Some staff have received training that specifically addresses the care of babies to improve their understanding. The provider has ensured that safe room temperatures are maintained across the premises and staff have improved their knowledge and understanding of safe sleep guidance. Staff follow appropriate hygiene procedures and provide children with fresh drinking water to promote

their good health. However, the arrangements for the supervision of staff are still not effective. Staff are still inconsistent with how they manage children's behaviour. The key person system is not yet effective to ensure all staff are tailoring children's learning to meet their individual needs and the support for children with special educational needs and/or disabilities is not effective to help close gaps in their learning.

On 3 October 2023 and 26 October 2023, we found that the provider had not met the actions set in the welfare requirement notices. We are taking steps to cancel the provider's registration. The provider has a right to object to our intention to take these steps.

We are taking steps to cancel the provider's registration. On 30 November 2023, the provider appealed to an independent external tribunal, the Health, Education and Social Care First-tier Tribunal.