

Compliance action taken for childcare provision

Ref: 223186/5214979

Date: 6 February 2024

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. requirements, we can take action to ensure they put matters right.

On 21 July 2022, we received concerns that this provider was not meeting some of these requirements. On 26 July 2022, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. The provider took action during the visit to ensure that children's good health and hygiene is promoted with regards to the resources. We 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 30 August 2022:

- ensure that staff have an up-to-date knowledge of child protection issues and can respond in an appropriate way
- develop staff knowledge and understanding of how to manage allegations against staff
- ensure that staff are alert to any issues of concern in a child's life at home or elsewhere
- ensure that records are appropriately maintained, with sufficient detail, to support information sharing with other professionals and to help ensure the needs of all children are met.

On 2 August 2022, we carried out a regulatory phone call. We found that the provider had failed to notify Ofsted of a change to the person who is managing the early years provision, which is a requirement of their registration.

On 2 September 2022, we carried out a welfare requirements notice monitoring visit. We found that the provider had met the actions due by 30 August 2022. The provider has ensured staff have an up-to-date knowledge of child protection and can recognise and manage concerns, including those that happen at home or elsewhere. The provider has ensured staff understand how to manage allegations. New procedures have been developed to ensure sufficient information is gathered, recorded and shared with other professionals.

On 16 May 2023, we carried out a regulatory monitoring visit. We found the provider was

not meeting some of the requirements. We served a further 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.

Action needed by 17 May 2023:

- ensure that risk assessments identify and minimise all risks and hazards to children and that the premises are hygienic to promote children's good health.

Actions needed by 13 June 2023:

- ensure that supervision identifies weaknesses in practice and provide appropriate support, coaching and training to help staff to improve their practice, including how they promote children's learning and development
- ensure that staff use appropriate strategies to support children to understand the expectations.

On 24 May 2023, we carried out a welfare requirements notice monitoring visit. We found that the provider had not met the action due by 17 May 2023. We served a further 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.

Action needed by 25 May 2023:

- ensure that risk assessments identify and minimise all risks and hazards to children and that hygiene procedures ensure children's good health.

On 1 June 2023, we carried out a welfare requirements notice monitoring visit. We found that the provider had not met the action due by 25 May 2023. We also found the provider was not meeting one of the other requirements. We served a further 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 June 2023:

- ensure that risk assessments identify and minimise all risks and hazards and that staff are implementing these to ensure children's safety
- ensure that you maintain a daily record of the children being cared for on the premises and their hours of attendance.

On 7 June 2023, we carried out a welfare requirements notice monitoring visit. We found that the provider had not met the action due by 2 June 2023, regarding maintaining a daily record of children's hours of attendance. We served a further welfare requirements notice. This is a legal notice that requires the provider to take the action below within the timescale set out. The provider will be able to give parents further information about this.

Action needed by 12 June 2023:

- ensure that you maintain a daily record of the children being cared for on the premises and their hours of attendance.

We also established that the provider was not meeting one of the other requirements. On 13 June 2023 we suspended the provider's registration because we believed 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. The provider will be able to give parents further information about this.

We served a further welfare requirements notice. This is a legal notice that requires the provider to take the action below within the timescale set out.

Action needed by 16 June 2023:

- ensure that risk assessments are effectively implemented and that all staff are aware of their role and responsibilities in the event of any perceived risks.

On 16 June 2023, we lifted the suspension because the provider took appropriate action to deal with the matter that led to the suspension.

On 23 June 2023, we carried out an inspection. 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. We found that the provider had met the action due by 13 June relating to supporting children to understand the expectations. Staff have received support to ensure they are providing consistent support to help children to understand the expectations. The provider had also met the action due by 16 June 2023. They have implemented an appropriate risk assessment to manage risks associated with any visitors to the setting. We found that the provider had not met the action due by 2 June 2023 relating to risk assessments or the action due by 13 June 2023 relating to the supervision of staff. We also found the provider was not meeting some of the other requirements. We served a further welfare requirements notice. This is a legal notice that requires the provider to take the actions below within the timescale set out. The provider

will be able to give parents further information about this.

Actions needed by 26 June 2023:

- ensure that staff understand and are implementing the nursery risk assessments to ensure children's health and safety
- ensure that the premises are organised to meet children's needs, with particular reference to children's privacy and dignity when they use the toilet.

Action needed by 30 June 2023:

- ensure that there is an effective key person system to offer a settled relationship for children and meet their individual needs.

Action needed by 21 July 2023:

- ensure that staff share information with parents and carers about their children's learning and development.

Action needed by 4 August 2023:

- ensure that supervision identifies weaknesses in practice and provide appropriate support, coaching and training to help staff to implement the nursery policies and procedures and improve their teaching.

On 11 July 2023, we carried out a welfare requirements notice monitoring visit. We found that the provider had met the actions due by 26 June 2023 relating to risk assessments and the organisation of the premises. The provider has taken steps to minimise the risks found during the inspection and has altered the environment to help maintain children's dignity and privacy. We found that the provider had not met the action due by 7 July 2023 relating to the key person system. We served a further welfare requirements notice. This is a legal notice that requires the provider to take the action below within the timescale set out. The provider will be able to give parents further information about this.

Action needed by 4 August 2023:

- ensure that there is an effective key person system to offer a settled relationship for children and meet their individual needs.

On 31 July 2023, we carried out a welfare requirements notice monitoring call. We found that the provider had met the action due by 21 July 2023 relating to information sharing with parents and carers. The provider has ensured all parents and carers are aware of what

their children are learning and how to support this.

On 9 August 2023, we carried out a welfare requirements notice monitoring visit. We found that the provider had not met the actions due by 4 August 2023. We also found the provider was not meeting some of the other requirements. We served a further welfare requirements notice. This is a legal notice that requires the provider to take the actions below within the timescale set out. The provider will be able to give parents further information about this.

Actions needed by 18 August 2023:

- ensure that staff understand and are implementing the nursery risk assessments to assure children's health and safety
- ensure that records are appropriately maintained, with sufficient detail, to support information sharing with other professionals and to help ensure the needs of all children are met.

Actions needed by 25 August 2023:

- ensure that there is an effective key-person system to offer a settled relationship for children and meet their individual needs
- ensure that supervision identifies weaknesses in practice and provides appropriate support, coaching and training to help staff to implement the nursery policies and procedures and improve their teaching
- ensure staff and leaders meet the needs of children who have special educational needs and/or disabilities
- effectively implement safeguarding policies and procedures, ensuring they consistently identify any possible concerns and take appropriate and swift action to safeguard all children.

On 23 August 2023, we carried out a welfare requirements notice monitoring call. We found that the provider had met the action due by 18 August 2023 relating to risk assessments. The provider has minimised hazards on the premises. They are monitoring staff to ensure they are effectively implementing daily checks to ensure children's safety. The provider had not met the other action due by 18 August 2023 relating to information and records. We served a further welfare requirements notice. This is a legal notice that requires the provider to take the actions below within the timescale set out. The provider will be able to give parents further information about this.

Action needed by 25 August 2023:

- ensure that records are appropriately maintained, with sufficient detail, to support information sharing with staff and other professionals and to help ensure the needs of all children are met.

On 30 August 2023, we carried out a welfare requirements notice monitoring visit. We found that the provider had met the action due by 25 August 2023 relating to acting on child protection concerns. There were no concerns or incidents since the last visit that required any action. The provider had not met the other four actions due by 25 August 2023. We served a further welfare requirements notice. This is a legal notice that requires the provider to take the actions below within the timescale set out. The provider will be able to give parents further information about this.

Actions needed by 27 September 2023:

- ensure that there is an effective key-person system to offer a settled relationship for children and meet their individual needs
- ensure staff and leaders meet the needs of children who have special educational needs and/or disabilities
- ensure that records are appropriately maintained, with sufficient detail, to support information sharing with staff and other professionals and to help ensure the needs of all children are met
- ensure that supervision identifies weaknesses in practice and provide appropriate support, coaching and training to help staff to implement the nursery policies and procedures and improve their teaching.

On 4 October 2023, we carried out a welfare requirements notice monitoring visit. We found that the provider had met the action due by 27 September 2023 relating to the key person system. The deployment of staff was offering a settled relationship to children. We found the provider had not met the other three actions due by 27 September 2023. We also found the provider was not meeting one of the other requirements. We served a further welfare requirements notice. This is a legal notice that requires the provider to take the actions below within the timescale set out. The provider will be able to give parents further information about this.

Actions needed by 1 November 2023:

- ensure staff and leaders meet the needs of children who have special educational needs

and/or disabilities

- ensure that information is obtained from and shared with parents, carers and other professionals, and appropriate records are maintained, to ensure the needs of all children are met
- ensure that supervision identifies weaknesses in practice and provide appropriate support, coaching and training to help staff to improve their teaching practice
- ensure that staff understand and can fulfil their roles and responsibilities and that leaders are monitoring staff practice to ensure their practice improves; and that children's safety and welfare are of paramount importance.

On 3 November 2023, we carried out a welfare requirements notice monitoring visit. We found that the provider had met the action due by 1 November 2023 relating to information and records. The provider has taken steps to improve how information is recorded and maintained accurately, particularly in regards to accidents and injuries. We found the provider had not met the other three actions due by 1 November 2023. We also found the provider was not meeting one of the other requirements. We served a further welfare requirements notice. This is a legal notice that requires the provider to take the actions below within the timescale set out. The provider will be able to give parents further information about this.

Actions needed by 6 December 2023:

- ensure staff and leaders meet the needs of children who have special educational needs and/or disabilities and promote an inclusive approach
- ensure information about children is gathered, shared and used to impact the quality of care and educational support staff provide
- ensure that leaders identify weakness in practice and provide targeted coaching, mentoring and support for staff as individuals to improve these areas of their practice
- ensure leaders understand and fulfil their roles and responsibilities and have clear and consistent oversight, to be able to meet the requirements of the EYFS.

On 7 December 2023, 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. Following the inspection we served a further 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 5 January 2024:

- ensure that procedures to monitor sleeping children are consistently and properly implemented by all staff and that leaders and managers oversee this to identify and address any inconsistencies and issues
- ensure leaders take all required action, and have clear and consistent oversight of staff practice and the provision on offer, to be able to meet the requirements of the early years foundation stage
- ensure that the premises are in a suitable condition that encourages the children to make the most of their learning.

On 10 January 2024, we carried out a welfare requirements notice monitoring visit. We found that the provider had met two of the actions due by 5 January 2024. The provider has reorganised the space, undertaken a deep clean and started to refresh the displays around the setting. The provider had also implemented appropriate arrangements for checking on children when they are asleep. We found the provider had not met the other action due and was also not meeting two of the other requirements. We served a further welfare requirements notice. This is a legal notice that requires the provider to take the actions below. The provider will be able to give parents further information about this.

Actions needed by 31 January 2024:

- ensure that all resources and equipment that children use are clean, safe and age appropriate
- support staff to undertake appropriate training and professional development opportunities to ensure inclusive practice for all children
- ensure leaders take all required action, and have clear and consistent oversight of staff practice and the provision on offer, to be able to meet the requirements of the early years foundation stage.

On 5 February 2024, we carried out a welfare requirements notice monitoring visit. We found that the provider had not met the actions due by 31 January 2024. We have served a further welfare requirements notice. This is a legal notice that requires the provider to take the actions below within the timescale set out. The provider will be able to give parents further information about this.

Actions needed by 26 February 2024:

- ensure that all resources and equipment that children use are clean, safe and age appropriate
- support staff to undertake appropriate training and professional development opportunities to ensure inclusive practice for all children
- ensure leaders take all required action, and have clear and consistent oversight of staff practice and the provision on offer, to be able to meet the requirements of the early years foundation stage.

On 4 January 2023, we took steps to cancel the provider's registration. On 19 January 2023, the provider objected to us taking this step. Having reviewed the provider's reasons for objecting to this step we proceeded with steps to cancel the provider's registration. On 11 April 2023, the provider appealed to an independent external tribunal, the Health, Education and Social Care First-tier Tribunal. On 17 January 2024, the provider withdrew their appeal to the Health, Education and Social Care First-tier Tribunal. The provider's registration is now cancelled.

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.