

Compliance action taken for childcare provision

Ref: 2616890/5213531

Date: 13 January 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 6 July 2022, we received concerns that the provider was not meeting some of these requirements.

On 21 July 2022, 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.

We suspended the provider's registration on 22 July 2022 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.

On 10 August 2022, 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 10 August 2022, we found the provider had met some of the safeguarding and welfare actions but not others.

We found that the provider had improved the cleanliness and safety of the premises and has put systems into place to promote children's hygiene and good health. The provider has put systems into place to share information successfully with parents. We assessed the providers arrangements for the deployment of staff to supervise children and meet their needs and found that the provider has identified ways to improve this. We found that the provider has reviewed the key person system and has plans in place to improve the effectiveness of this. We considered the providers plans to successfully manage children's behaviour and found they had improved their knowledge of this. We found that the provider

has identified how to provide more support to staff to relieve the pressures they encounter.

However, we found that staff, including managers, understanding of safeguarding procedures remained weak. We found that information and record keeping was poor, and some records were not available to inspect. We found that arrangements for the supervision and monitoring of staff were not effective, with particular regard to helping staff understand their duty to safeguard children. We also found that the provider had not ensured that appropriate arrangements are in place to support children with special educational needs and/or disabilities (SEND).

Additionally, during the regulatory visit on 10 August 2022, 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 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. The provider is still registered with Ofsted.

Actions needed by 26 August 2022:

- demonstrate that managers understand the policy and procedure to safeguard children, including making sure that they know how and when to report any concerns about staff or children to the relevant local safeguarding partners in a timely way
- improve knowledge and understanding of all staff of how to identify any issues of concern in a child's life at home or elsewhere to ensure that any child protection issues are identified and responded to in a timely and appropriate way
- improve knowledge and understanding of how and when to make a referral to the Disclosure and Barring Service, including the level of detail required when making a referral
- demonstrate a secure knowledge and understanding of matters that must be notified to Ofsted, including any allegations made against staff or information about any significant events that are likely to affect the suitability of any person who is in regular contact with children
- ensure that all required information and records are clear, accurate and sufficiently detailed and that they are accessible and made available upon request for inspection to

promote the safe and efficient management of the setting

- ensure that all confidential information and records about staff and children are held securely and are only accessible and available to those who have a right or professional need to see them
- improve communication between managers and staff to effectively share appropriate information, particularly of a safeguarding nature, to ensure the safe and efficient management of the setting and to meet the needs of all children
- demonstrate that leaders and managers understand how and when to address staff performance or conduct issues to promote the interests of children
- demonstrate that all staff are provided with effective supervision, which includes identifying and supporting staff to access training, coaching and professional development opportunities, so that they fully understand their role and responsibilities, with particular regard to safeguarding practices
- demonstrate that there are effective arrangements in place to support children who have special educational needs and/or disabilities so that they receive appropriate levels of support to reach their potential.

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

On 30 August 2022, 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 30 August 2022, we found the provider had met some of the safeguarding and welfare actions but not others.

We found that staff now understood how to identify safeguarding concerns about children. Information and records are now stored securely to protect staff and children's privacy. There are suitable arrangements in place to support children with SEND. Managers have taken appropriate action to address staff performance and conduct issues.

However, we found that managers continued to lack understanding of safeguarding procedures to follow in the event of receiving an allegation against a member of staff. The provider does not demonstrate a sufficient understanding of when to refer information to the Disclosure and Barring Service or when to notify Ofsted of any allegations against staff or significant events that are likely to affect staff's suitability to work with children.

Information and records remained weak, and some were not available upon request to inspect. Communication between managers was not effective to safeguard children.

Additionally, during the regulatory visit on 30 August 2022, 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 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. The provider is still registered with Ofsted.

Actions needed by 26 September 2022:

- demonstrate that managers understand the policy and procedure to safeguard children, including making sure that they know what action to take in the event of an allegation being made against a member of staff
- improve knowledge and understanding of how and when to make a referral to the Disclosure and Barring Service, including the level of detail required when making a referral
- demonstrate a secure knowledge and understanding of matters that must be notified to Ofsted, including any allegations made against staff or information about any significant events that are likely to affect the suitability of any person who is in regular contact with children
- ensure that all required information and records are clear, accurate and sufficiently detailed and that they are accessible and made available upon request for inspection to promote the safe and efficient management of the setting
- improve communication between managers and staff to effectively share appropriate information, particularly of a safeguarding nature, to ensure the safe and efficient management of the setting and to meet the needs of all children
- demonstrate ability to implement effective systems to ensure that practitioners, or any person who may have regular contact with children, are suitable
- maintain a record of the identity and vetting checks completed for all staff
- maintain records about the personal details of any person employed on the premises, including their name, home address and telephone number

- ensure the oversight of the setting effectively monitors the performance of all staff to ensure that they fully understand and implement their role and responsibilities, with particular regard to the procedures in place to safeguard children.

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

On 28 September 2022, 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 28 September 2022, we found the provider had met some of the safeguarding and welfare actions but not others.

We found that the provider has now maintained records about the personal details of any person employed on the premises, and has maintained a record of the identity and vetting checks completed for all staff.

However, we found that managers continued to lack understanding of safeguarding procedures to follow in the event of receiving an allegation against a member of staff. The provider does not demonstrate a sufficient understanding of when to refer information to the Disclosure and Barring Service or when to notify Ofsted of any allegations against staff or significant events that are likely to affect staff's suitability to work with children. Information and records remained weak, and some were not available upon request to inspect. Communication between managers was not effective to safeguard children. Systems in place do not ensure that practitioners, or any person who may have regular contact with children, are suitable.

Additionally, during the regulatory visit on 28 September 2022, 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 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. The provider is still registered with Ofsted.

Actions needed by 17 October 2022:

- demonstrate that managers understand the policy and procedure to safeguard children, including making sure that they know what action to take in the event of an allegation

being made against a member of staff

- improve knowledge and understanding of how and when to make a referral to the Disclosure and Barring Service, including the level of detail required when making a referral
- demonstrate a secure knowledge and understanding of matters that must be notified to Ofsted, including any allegations made against staff or information about any significant events that are likely to affect the suitability of any person who is in regular contact with children
- ensure that all required information and records are clear, accurate and sufficiently detailed and that they are accessible and made available upon request for inspection to promote the safe and efficient management of the setting
- improve communication between managers and staff to effectively share appropriate information, particularly of a safeguarding nature, to ensure the safe and efficient management of the setting and to meet the needs of all children
- demonstrate ability to implement effective systems to ensure that practitioners, or any person who may have regular contact with children, are suitable
- ensure the oversight of the setting effectively monitors the performance of all staff to ensure that they fully understand and implement their role and responsibilities, with particular regard to the procedures in place to safeguard children
- ensure that information shared with parents is accurate and sufficiently clear in order to promote the safe and efficient management of the setting and to meet the needs of all children.

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

On 19 October 2022, 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 19 October 2022, we found the provider had met some of the safeguarding and welfare actions but not others.

We found that the provider has now improved their knowledge and understanding of matters which must be notified to Ofsted.

However, we found that managers continued to lack understanding of safeguarding procedures to follow in the event of receiving an allegation against a member of staff. The provider does not demonstrate a sufficient understanding of when to refer information to the Disclosure and Barring Service that is likely to affect staff's suitability to work with children. Information and records remained weak, and some were not available upon request to inspect. Communication between managers was not effective to safeguard children. Systems in place do not ensure that practitioners, or any person who may have regular contact with children, are suitable. Information shared with parents is not timely or sufficiently clear.

We have 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. The provider is still registered with Ofsted.

Actions needed by 9 November 2022:

- demonstrate that managers understand the policy and procedure to safeguard children, including making sure that they know what action to take in the event of an allegation being made against a member of staff
- improve knowledge and understanding of how and when to make a referral to the Disclosure and Barring Service, including the level of detail required when making a referral
- ensure that all required information and records are clear, accurate and sufficiently detailed and that they are accessible and made available upon request for inspection to promote the safe and efficient management of the setting
- improve communication between managers and staff to effectively share appropriate information, particularly of a safeguarding nature, to ensure the safe and efficient management of the setting and to meet the needs of all children
- demonstrate ability to implement effective systems to ensure that practitioners, or any person who may have regular contact with children, are suitable
- ensure the oversight of the setting effectively monitors the performance of all staff to ensure that they fully understand and implement their role and responsibilities, with particular regard to the procedures in place to safeguard children
- ensure that information shared with parents is accurate and sufficiently clear in order to promote the safe and efficient management of the setting and to meet the needs of all

children.

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

On 17 November 2022, 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 17 November 2022, we found that the provider had not met the actions. We have 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. The provider is still registered with Ofsted.

Actions needed by 16 December 2022:

- improve knowledge and understanding of the appropriate action to take in the event of becoming aware of relevant information that may lead to disqualification of an employee to ensure the safety of children
- demonstrate a secure knowledge and understanding of matters that must be notified to Ofsted, including any significant events that are likely to affect the suitability of any person who is in regular contact with children
- demonstrate that all staff, including managers, understand the policy and procedure to safeguard children, including making sure that they know what action to take in the event of an allegation being made against a member of staff
- improve knowledge and understanding of how and when to make a referral to the Disclosure and Barring Service
- ensure that all required information and records are clear, accurate and sufficiently detailed and that they are accessible and made available upon request for inspection to promote the safe and efficient management of the setting
- improve communication between managers and staff to effectively share appropriate information, particularly of a safeguarding nature, to ensure the safe and efficient management of the setting and to meet the needs of all children
- demonstrate ability to implement effective systems to ensure that practitioners, or any person who may have regular contact with children, are suitable
- ensure the oversight of the setting effectively monitors the performance of all staff to

ensure that they fully understand and implement their role and responsibilities, with particular regard to the procedures in place to safeguard children

- ensure that information shared with parents is accurate and sufficiently clear in order to promote the safe and efficient management of the setting and to meet the needs of all children

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

On 28 December 2022, 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 that the provider has now improved their oversight of the provision. The provider has improved their knowledge and understanding of how to assess staff's suitability. This includes understanding the appropriate action to take in the event of becoming aware of relevant information that may lead to the disqualification of an employee and how to implement effective systems to ensure that practitioners, or any person who may have regular contact with children, are suitable. The provider has improved their knowledge and understanding of how to safeguard children and staff have received training on safeguarding policies and procedures. The provider now has an appropriate understanding of matters which must be notified to Ofsted and knowledge of when to make a referral to the Disclosure and Barring Service. Information and records are now clear, accurate and sufficiently detailed and the provider has systems in place to promote effective communication between managers and staff. We found that appropriate information has now been shared with parents.

We are satisfied the provider has met the safeguarding and welfare actions raised. The provider is still registered with Ofsted.

On 3 January 2023, we lifted the suspension 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.

On 15 September 2022, we found that the provider had not met the actions set in the welfare requirement notice. We took steps to cancel the provider's registration. The provider

has a right to object to our intention to take these steps.

On 24 October 2022, the provider objected to us taking this step. Having heard the provider's reasons for objecting to this step, we did not uphold the objection, so have decided to proceed with cancellation.

We took steps to cancel the provider's registration. On 9 December 2022, the provider appealed to an independent external tribunal, the Health, Education and Social Care First-tier Tribunal. The provider remains registered with Ofsted whilst the appeal is considered.

We kept the decision to cancel the provider's registration under review. In February 2023 we noted that the provider had made improvements and was demonstrating ability to meet the requirements of the EYFS. We therefore are no longer proceeding with the decision to cancel the providers registration. The provider is still registered with Ofsted