

Guidance on writing complaint and compliance action summaries

This guidance is to help inspectors to write outcome summaries. This includes those summaries that we publish on our website following information that a provider is not complying with the requirements for registration and action is required to meet those requirements; and those summaries we do not publish because no action is required for the provider to remain compliant.

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Contents

About this guidance	4
Introduction	4
Publication of complaints and compliance action	5
Where outcome summaries appear on the web	6
Complaints about the publication of outcome summaries	6
Publication of summaries that relate to a death of a child	7
Notifications from providers, including serious accidents	7
Recording outcome summaries	8
Updating the outcome summary for compliance action and complaints	8
Information that relates solely to the suitability of a registered person responsible for more than one setting	9
Writing and reviewing outcomes summaries	9
Reporting on non-compliance that does not relate to the initial investigation	10
Where there is more than one active CIE case	10
Multiple complaints or complaints and notifications relating to the same issue	10
Decisions that are subject to change by external bodies	11
Components of the outcome summary	12
Writing the outcome summary	12
Other matters	14
Action taken	15
Referencing different types of actions	16
Examples of outcome summaries	19

About this guidance

This guidance is to help inspectors write outcome summaries following investigation of concerns relating to potential non-compliance with the requirements for registration. It applies to those providers on the Early Years Register or both the Early years and Childcare Registers. Outcome summaries include those we publish on our website following information that a provider is not complying with the legal requirements for registration¹ and action is required to them and those we do not publish because no action is required for the provider to remain compliant.

Introduction

1. We sometimes receive information about registered providers that we investigate to see if the provider continues to meet the requirements for continued registration. This includes information from concerns raised by parents and others as well as information from other sources such as a notification from the provider, as a result of information from outside agencies such as the police or local authority, or from visits made by inspectors.
2. Following each occasion where we investigate concerns about potential non-compliance, inspectors write a summary setting out our decision to take action, any action that the provider has taken, or that no action is needed because the provider was found to be complying with requirements. These summaries are known as 'outcome summaries'. They are published on our website where we or the provider had to take action to bring about compliance with the requirements for registration. They remain published for a period of five years.
3. This guidance should be read in conjunction with the complaints commitment that we provide on our website for providers and members of the public. The link to our complaints commitment is here: <http://www.ofsted.gov.uk/early-years-and-childcare/for-parents-and-carers/childcare-complaints-commitment>
4. Inspectors must tell all providers during the feedback of an investigation visit that we will publish the outcome of the investigation about non-compliance in cases where we or the provider took action to remain compliant. Feedback must cover: what will be included in the summary; the length of time it remains published; that it will form part of a letter to the provider confirming the outcome of the investigation; and, where applicable, that it will form part of a letter to the individual or organisation that raised the concerns with us.
5. Outcome summaries form the basis of the letter (EYL100) that we send to the provider informing them of the outcome of the investigation. They are also

¹ This includes the welfare, learning and development requirements of the Early Years Foundation Stage; the Childcare (General Childcare Register) Regulations 2008 and the amendment to these in 2009; and any conditions of registration.

included in any letter (EYL39) that we send to any person or organisation sharing concerns with us.

6. The compliance, investigation and enforcement (CIE) team send the relevant letters. The letter to the provider (EYL100) must be issued as soon as the outcome summary in the toolkit is signed off. This is to ensure that the letter is received at the same time the information is published.

Publication of complaints and compliance action

7. We publish summaries on our website where we or the provider took action to meet legal requirements for registration. This is part of our general approach to making as much information as possible available to parents and prospective parents when choosing care for their child. We publish these separate to inspection reports, so that parents have this information as soon as possible and they do not have to wait until the next inspection to get the information.
8. There are other circumstances where we report on and publish actions needed to meet requirements where we do not write outcome summaries. This is because the information is made available to the provider and published in inspection reports or letters following an inspection where we find non-compliance during an inspection.
9. We publish summaries using a combination of our powers in the Childcare Act 2006, disclosure regulations and powers to make information available to parents.^{2, 3} We publish summaries of enforcement action such as notices to improve, warning letters (both formal and initial), simple cautions, welfare requirements notices, varying, imposing or removing conditions of registration, and cancelling a provider's registration. We do not publish actual enforcement documents on our website such as welfare requirements notices. This is because these documents may contain personal information about individuals.
10. We must publish the summary when we or the provider first take the action. Where we conclude the investigation, but the case remains open (for example, for monitoring to make sure follow-up action is complete), we must not delay publication until the case is closed (other than for prosecutions – see below). Instead, we publish the outcome summary when we have completed the investigation. We must update it when the provider has satisfactorily completed the required action and we then close the compliance case. We keep the published summaries on our website for five years.

² Section 84 of The Childcare Act 2006 and The Childcare Supply and Disclosure of Information (England) Regulations 2007 (Ops), 2006; www.legislation.gov.uk/ukpga/2006/21/section/84.

³ These powers may also be supplemented by: (1) powers within the Childcare Act 2006; and (2) paragraph 6 of Schedule 12 of the Education and Inspections Act 2006, that is the 'incidental power', which provides that:

'The Chief Inspector may do anything that he considers necessary or expedient for the purposes of, or in connection with, his functions.'

11. In the case of prosecutions, we must only publish outcome summaries once we have secured a successful prosecution and if this is the case we will **only** publish this information at the case closure stage (see paragraph 47).
12. We must not publish outcome summaries in cases where the provider takes action to improve or enhance their practice but such action is **not** needed for them to meet the requirements of registration. The outcome summary must make it clear that the action they have taken was not necessary to meet the requirements of registration, but was good practice to enhance what they do already.
13. We must not publish outcome summaries if we have suspended the registration of a provider and following the investigation we found that we or the provider did not need to take any other action. We must only include information about the suspension in a published outcome summary if there is some other action that we or the provider took to remain compliant as a result of our investigation. This information will only be published when the suspension is lifted as the provider's details do not appear on the website during the period of suspension.

Where outcome summaries appear on the web

14. The published outcome summary appears on the provider page of the Ofsted website. It is included below the section for inspection reports and is shown as either 'Compliance action' or 'Complaints'. The source of the information we receive will determine in which section the outcome summary will appear.
15. Outcome summaries that appear in the 'complaints' section on the provider page is where information comes from:
 - a parent, carer or member of the public
 - a member of staff working at the setting
16. Outcome summaries that appear in the 'compliance action' section of the provider page is where information comes from:
 - another organisation or agency such as local authority children's services departments or the police
 - notifications from a provider
 - a visit other than an investigation visit such as inadequate 2 inspections
 - the National Business Unit
 - an inspector or member of CIE team

Complaints about the publication of outcome summaries

17. If a provider makes a complaint or raises a concern about the publication of the outcome summary, or the details included in the outcome summary, we follow

our normal complaints procedure guidance.⁴ In these cases we will not delay publishing the outcome summary, or remove the outcome summary from the web until we have investigated the complaint and reached a decision. This is because we think that it is important for parents to receive up to date information. In exceptional circumstances we may remove the published outcome summary from the web. The divisional manager, safeguarding and regulation must make this decision.

18. If after investigation, a decision is made to rescind any action taken or make changes to the outcome summary, we re-publish the amended outcome summary.

Publication of summaries that relate to a death of a child

19. When a child dies in a regulated setting, we must always explicitly mention the death in the outcome summary. The designated person in the compliance, investigation and enforcement team for liaising with the family must discuss this with the child's parents. Where this is to be published this must take place prior to publication. We need to be particularly sensitive in writing these outcome summaries, especially where any action may appear trivial in relation to the seriousness of a death.

Notifications from providers, including serious accidents

20. Where we are notified of a serious accident or incident, major injury, minor injury or dangerous occurrence we must reference this when writing about the action(s) taken. Further guidance can be found in our factsheet *Serious accidents, injuries and deaths that registered providers must notify to Ofsted and local child protection agencies*.⁵
21. Where appropriate, we must make it clear in the summary that the provider took the right course of action by informing us of the event, taking action themselves and that they met their legal responsibility by doing so. In some cases the provider may have taken appropriate action by informing us of the event but the action they took may not have been sufficient to meet requirements. In these cases we will investigate and set further actions for completion to meet the requirements of registration. We must include this information in the outcome summary and inform providers that we will publish this on our website.

⁴ *Complaints procedure: raising concerns and making complaints about Ofsted* (070080), Ofsted, 2010; [www.ofsted.gov.uk/Ofsted-home/Forms-and-guidance/Browse-all-by/Other/General/Complaints-procedure-raising-concerns-and-making-complaints-about-Ofsted/\(language\)/eng-GB](http://www.ofsted.gov.uk/Ofsted-home/Forms-and-guidance/Browse-all-by/Other/General/Complaints-procedure-raising-concerns-and-making-complaints-about-Ofsted/(language)/eng-GB).

⁵ *Serious accidents, injuries and deaths that registered providers must notify to Ofsted and local child protection agencies* (110009), Ofsted, 2011; <http://www.ofsted.gov.uk/resources/factsheet-childcare-serious-accidents-injuries-and-deaths-registered-providers-must-notify-ofsted-an>.

Recording outcome summaries

22. Inspectors should write the outcome summary in the *'visit outcome summary'* section of the investigation toolkit or as a conclusion to their evidence base where this is completed by an outsourced inspector. This will populate the outcome summary box in **the case profile screen** of the regulatory support application (RSA).
23. When the regulatory inspector or CIE professional sets the complaints or compliance action status to **investigation complete**, they should copy the outcome summary – by ticking the **copy** box. This will automatically copy the text from the **outcome summary** field to the **publication summary** field.
24. CIE professionals must use the drop down box **publication type** on the regulation support application (RSA) case profile screen. This box is only accessible if the **enforcement action** and or **actions agreed** box in the **final investigation outcome** section is ticked.
25. The outcome summary is populated by **visit outcome summary** in the investigation toolkit or in the evidence submitted by an outsourced inspector. The CIE professional will approve it. Once the CIE professional has approved the summary, they must complete the 'final investigation outcome' in the case profile screen.
26. Once the **enforcement action** and or **actions agreed** box in the **final investigation outcome** section is ticked, CIE professionals should select the publication type. This will be either compliance action or complaint.
27. CIE professionals are responsible for making sure that the final **publish** box is ticked. This will ensure the outcome summary is automatically generated on the provider page of the Ofsted website.

Updating the outcome summary for compliance action and complaints

28. The regulatory inspector or CIE professional should update the outcome summary as the case progresses. The CIE professional must re-tick the **'publication' tick box** when there are updates to the outcome summary. This will automatically generate an update to the published information on the internet and replace any existing text.⁶
29. Prior to closing a case the CIE professional must always review and, if necessary, update the **publication summary**.

⁶ If the provider, or other person, identifies an error in the information, a senior CIE officer can amend the publication information and re-tick the publication box.

Information that relates solely to the suitability of a registered person responsible for more than one setting

30. If a case relates **solely** to the suitability of a registered person and the registered person is responsible for more than one setting, for example a chain of nurseries, the CIE team must open a CIE case for each setting registered to that provider in order for an outcome summary to be published for each registered setting. This only applies when the registered person is the same.

Writing and reviewing outcomes summaries

31. Outcome summaries include concise details of the information received, the potential non-compliance, what we found as a result and what we did in response. They may also include information about other non-compliance issues that arise during the investigation.
32. When deciding on the level of detail that ought to be included in the outcome summary, inspectors must use their professional judgement. They should have particular regard to the requirements of the Data Protection Act 1998 and any rights of placed children and their families and the provider and their families, as well as the requirements of the Human Rights Act 1998 and the European Convention on Human Rights.^{7, 8}
33. This means that inspectors must not include sensitive child protection concerns or detail that may inadvertently lead to the identification of a particular child in the outcome summary. For example, reference to incidents so unique to a case that children could be easily identified and a connection made or reference to geographical areas or dates of incidents. CIE professionals should review outcome summaries to make sure that there is no risk of inappropriate disclosure. If there are concerns about the potential disclosure of personal data, then inspectors should contact the Head of Information Rights in Ofsted. Further guidance for CIE professionals is available from the Early Years and Childcare team, development and strategy directorate in Ofsted.
34. Inspectors should not include any element of a complaint or any other information in our possession that is not within our remit to regulate. For example, we should not include a reference to information that suggests a provider is considering taking a parent to court because they have not paid a fee in lieu of notice. In this case, inspectors must not include any reference to the contractual elements or any comment such as 'the complaint also referred to matters outside our remit'.
35. If inspectors find that the provider is meeting some of the requirements of registration that they are investigating but not others then they must report

⁷ Data Protection Act 1998: www.legislation.gov.uk/ukpga/1998/29/contents.

⁸ Human Rights Act 1998: www.legislation.gov.uk/ukpga/1998/42/contents.

positively on the requirements that are met as well as those that they were not meeting.

36. The CIE professional should quality assure the outcome summary in the **publication summary** field, making sure it is well written, in line with Ofsted's style guide and is consistent with this guidance and other guidance in the CIE handbook.^{9 10}
37. Inspectors or the relevant CIE individual should update the outcome summary at appropriate points such as: if we carry out monitoring visits to ensure the provider has met the actions; or at the point of case closure.

Reporting on non-compliance that does not relate to the initial investigation

38. Inspectors must make a clear distinction between actions taken in relation to a complaint and any other non-compliance they might find when investigating the original complaint. In cases where inspectors set actions that do not relate to the initial complaint, they must make a clear distinction in the outcome summary between findings that relate to the initial complaint and those findings that arise incidentally through the course of the investigation.

Where there is more than one active CIE case

39. The inspector or CIE professional must ensure that the outcome summary is completed in relation to **each** case. It is not sufficient to collate the information together and use it in relation to all complaints or compliance action. We must report each complaint or compliance action separately.

Multiple complaints or complaints and notifications relating to the same issue

40. If we receive several complaints or concerns about the same matter/s at the same time or within a very short period of time (ie in the time it takes to complete the investigation and produce the outcome summary) then we should only publish one outcome summary. We must provide separate response letters to the provider and/or complainant and tailor the response letters where necessary for each of the complainants.
41. Where there is a complaint and a notification about the same matter in the same timeframe as above then we should publish only one summary. The complaint/concern will take precedence when publishing the outcome summary;

⁹ *Compliance, investigation and enforcement handbook*, Ofsted, 2011;
http://www.ofsted.gov.uk/search/apachesolr_search/compliance%20%2C%20investigation%20and%20enforcement.

¹⁰ *Guide to Ofsted's house style* (080230), Ofsted, 2010;
http://www.ofsted.gov.uk/search/apachesolr_search/ofsted%20style%20guide.

but we should acknowledge in the summary that the provider notified us of the events.

42. When there are multiple concerns, we report on action that the provider or we take to remain compliant with the requirements, in the outcome summary. For example, it may be that there are five or more concerns but the provider (or we) only takes action against only one of those concerns. In these cases we must identify all the concerns; report the action but also make it clear where they were meeting the requirements relating to the concerns identified.

Decisions that are subject to change by external bodies

43. There are occasions where a decision made at the investigation complete stage may change as a result of a decision by the Health, Education and Social Care Chamber First-tier Tribunal (the Tribunal) following an appeal, or a court in the case of a prosecution. Where this is the case the CIE professional must update the outcome summary once the Tribunal or court has made its decision and republish it.

Objections and appeals

44. If our action is subject to an objection or our decision is subject to an appeal to the Tribunal the outcome summary should include the action we are taking, but also make reference that it is subject to an objection or appeal to the Tribunal.
45. Once we have considered the objection or the Tribunal determines the outcome of the appeal, the CIE professional must update the information to record that outcome – even if we uphold the objection or the Tribunal allows the appeal.
46. The CIE professional must also include any other action the Tribunal takes, such as imposing or varying conditions of registration, or any further action we take relating to the complaint.

Prosecution and obstruction

47. If we are taking steps to prosecute the provider, the outcome summary should **not** include any reference to the prosecution until the court has determined the outcome of the case, and then we must only reference the case where the prosecution is successful. In these cases, the initial information should refer to any other action that we or the provider have taken but not directly reference the prosecution. If we are taking no other action other than prosecution, we must not publish the outcome summary unless the provider is convicted. Once the outcome of the court case is determined, the CIE professional should update the publication information to include reference to the case if the prosecution is successful. The summary should also include information on the penalties imposed by the courts.
48. If we visit a setting, whether for an inspection, monitoring or investigation visit, and a person, other than the registered provider, obstructs the inspector, for

example, a manager or staff member, then we may prosecute the person who commits the offence of obstruction, and not the provider. This could result in a situation where a complaint leads to a visit, the outcome of which is that we prosecute a member of staff, but take no further action against the provider. In this case, we should not refer to the prosecution, and where we take no action against the provider, should not publish any information relating to the complaint. This situation is likely to be a rare one. You can obtain advice from the early years and childcare team in the development directorate in these cases.

Components of the outcome summary

49. A complaint or compliance outcome summary should include these sections:

- summary of the information and the potential non-compliance
- what we did in response
- what we found as a result
- other matters (if applicable)
- action taken.

Writing the outcome summary

Summary of the information and the potential non-compliance

50. The summary should include:

- the nature of the information we have received and where it came from, for example 'a concern' or 'notification from a provider'
- the nature of the concerns. It is not enough just to say that they suggested a person may be in breach of requirements - it should be clear to the reader what the concern is about. If the concern is so specific that it may identify individuals or the complainant, then the summary should detail the nature of the legal requirement
- the regulatory breach/general welfare requirements requiring investigation and the specific legal requirements to which it relates.

Examples of the summary are:

On xx July XXXX, we received a complaint that raised concerns about XXXXX. We investigated this concern to see whether the setting was meeting XXXXX > list the relevant overarching regulatory requirement, for example, safeguarding and promoting children's welfare<; in particular, the requirement relating to >list the specific legal requirement <

or

On XX July XXXX, the provider notified us that XXXX. The notification means that the provider met their legal responsibility as set out in the Early Years Foundation Stage welfare requirements to notify Ofsted of XXXXX.

or

On XX July XXXX, we received a notification from an outside agency that raised concerns about XXXXX. We investigated this concern to see whether the setting was meeting XXXXX. (List the relevant regulatory requirements for example, safeguarding and promoting children's welfare.) In particular, these include a requirement that states XXXXX. (List the specific legal requirement to which it relates, for example, the procedure to follow in the event of a child going missing.)

or

We carried out an inspection which judged that the overall effectiveness of the setting was inadequate and did not meet the needs of the children who attend.

What we did in response

51. Where the information relates to a concern or complaint, the outcome summary should include the following sentence:

- Ofsted does not investigate to prove or disprove a complaint but uses the information to check if the childcare provider is meeting all legal requirements.

52. The outcome summary must identify the action that we, or the provider, took with regard to the complaint or information received, including whether or not we undertook a visit. Examples are:

- We carried out an unannounced visit to the setting and found XXXXX.

or

- We carried out an announced visit to the setting and found XXXXX.

or

- During an announced visit to the setting we found... As a result we carried out a further unannounced visit and found XXXXX.

or

- We wrote to the provider and asked them to look into matters and report back to us

What we found as a result

53. We need to provide sufficient information about our findings so people can understand why we, or the provider, took the action but not so detailed that the reader can identify specific individuals.

54. The outcome summary must include all information relating to a failure to comply with statutory requirements. For example, if the concern relates to adult to child ratios and the provider is in breach of this legal requirement, the outcome summary must include a reference to the failure. For example:

...we found that there were insufficient numbers of staff working at the setting to ensure that ratios were consistently met overall.

55. If the provider is meeting the requirements of registration relating to the concern, the summary must state that they were meeting the requirements and that it was not necessary for us to take action.

56. Where we have asked the provider to look into the concerns initially the outcome summary must include what the provider did and our judgement about whether this was sufficient. Examples are;

We informed the provider of our concerns, asked them to look into these and provide us with a response setting out any action they needed to take to continue to meet the requirements of registration. The provider told us they had done xxxx and we agreed that this action was sufficient. .

or

We informed the provider of our concerns, asked them to look into these and provide us with a response setting out any action they needed to take to continue to meet the requirements of registration. The provider told us they had done xxx to put things right. We made an announced visit to the setting to check that these had been implemented.

or

We informed the provider of our concerns, asked them to look into these and provide us with a response setting out any action they needed to take to continue to meet the requirements of registration. The provider told us they had done xxxx to put things right. We were not satisfied with the reply and asked for some additional information.

Other matters

57. The summary should make a clear distinction between findings arising from the original complaint or information and other matters that came to light as a result of the investigation. For example if we investigated whether a provider was meeting ratios and we found she was but there were other areas where the

provider was not complying, the outcome summary must include reference to the other matters, for example:

We carried out an unannounced visit to the premises and found the provider was meeting adult to child ratios. However we did find the provider failed to meet requirements in the following areas >add areas<.

Alternatively the outcome summary may state:

Although it was not part of the original *complaint/*information received/*notification/*visit we found that the provider was not meeting the Early Years Foundation Stage welfare requirement relating to 'Suitable premises, environment and equipment'; in particular, the requirement to conduct a risk assessment and review it regularly.

Action taken

58. The outcome summary must give brief details about the enforcement action taken, and the specific actions taken or the action that the provider identified they would take or have taken and the legal requirement to which it relates.

59. If we set actions for the provider to comply with, then this section may state:

Following our investigation, we sent the provider a notice to improve that asked them to XXXXX.

It should also state the legal requirement that the action relates to. For example:

ensure that children are supervised at all times (The Early Years Foundation Stage General Welfare Requirements – Suitable people).

60. If we ask the provider to provide a response and they identify actions they will take or intend to take to ensure they meet the requirements of registration, then the summary should include details of the action and the legal requirement to which it relates, for example:

Following our investigation, the provider identified actions to complete and will XXXXX.

The provider took action to meet the requirements of registration by XXXXX. (Enter the specific legal requirement to which it relates.)

61. If we are satisfied with the action taken by the provider:

We are satisfied with the action taken by the provider and no further action was required.

or

We are satisfied that the provider took prompt and appropriate action to ensure they continue to meet the requirements for registration. As a result, we decided it was not necessary for us to carry out a visit or take further action.

62. The summary should include any information about whether we have or will monitor the action taken and whether the provider remains registered with Ofsted. Examples include:

We carried out a monitoring visit to the premises to check that the provider was meeting the actions set. We are satisfied that the provider has done so and no further action was required. The provider remains registered with Ofsted.

or

We are satisfied with the actions the provider will take to put this right and we will monitor progress at the next inspection.

or

We will monitor this provider to ensure that they meet this action.

or

We will monitor this provider to ensure that they meet the requirements set out in the welfare requirements notice.

63. If we are satisfied that no further action is required by us or the provider then we should make this clear, for example:

The provider was found to be meeting the legal requirements relating to the complaint and no further action was taken.

or

We are satisfied with the provider's response and as a result, we decided it was not necessary for us to carry out a visit or take further action.

Referencing different types of actions

Welfare requirements notice

64. If we serve a welfare requirements notice, this section should state:

Following our investigation, we served a welfare requirements notice on the provider that required them to XXXXX.

This section should end with:

It is an offence for a person who, without reasonable excuse, fails to comply with a welfare requirements notice. Failure to comply may result in a prosecution.

Imposing, varying or removing conditions of registration

65. If we impose/vary or remove a condition of registration then the wording may state:

Following our investigation, we have imposed a condition on the provider's registration requiring that XXXXX. However, this is subject to an appeal to the Health, Education and Social Care Chamber First-Tier Tribunal. It may overturn our decision to impose the condition.

Cancellation

66. If we are taking steps to cancel the registration, the summary must make a reference to this at the investigation complete stage. It should also include the statement – as set out above – relating to the provider's right to object to our action or appeal to the Tribunal against our decision. Examples include:

Following our investigation, we are taking steps to cancel the provider's registration. The provider has a right to object to our intention to take the step.

or

Following our investigation, we are taking steps to cancel the provider's registration. The provider has a right of appeal to an independent external tribunal, the Health, Education and Social Care First-tier Tribunal. It may overturn our decision to cancel the provider's registration.

67. Once we know the outcome of the objection or the Tribunal determines the outcome of the appeal, the relevant CIE individual must update the information. For example:

Following our investigation, we took steps to cancel the provider's registration. The provider objected to us taking this step. Having heard the provider's reasons for objecting to this step, we have decided not to proceed with cancellation and the provider remains registered with Ofsted.

or

Following our investigation, we took steps to cancel the provider's registration. The provider appealed to an independent external tribunal, the Health, Education and Social Care First-tier Tribunal and it upheld the appeal. The provider remains registered with Ofsted.

or

Following our investigation, we took steps to cancel the provider's registration. The provider appealed to an independent external tribunal, the Health, Education and Social Care First-tier Tribunal and it did not uphold the appeal. The provider's registration is therefore cancelled.

68. The summary should also include any other action we take, or any alternative action that the Tribunal takes, such as varying the conditions of registration.

Prosecution

69. If we decide to prosecute a provider for an offence, the inspector must not include a reference to the prosecution in the initial outcome summary information. However, the summary should make reference to any other action we are taking, such as issuing a welfare requirements notice.
70. Once the outcome of the prosecution is determined, and if the prosecution is successful, the relevant CIE individual must update the information to include the details. For example:

We took steps to prosecute the provider for committing an offence of obstruction under section 77 of the Childcare Act 2006. The court found the provider guilty of obstructing an authorised person exercising a power under this section and fined the provider £5,000.

71. If the provider is found not guilty then the summary must not include a reference to the prosecution. However, it should include any other action that we took as a result of our investigation.

Simple cautions/ warning letters

72. If we decide to offer a simple caution rather than prosecute for an offence admitted by the provider, and the provider accepts the simple caution, then the wording may be:

The provider admitted that they have XXXXX. This is an offence under >insert relevant legislation, for example, the Childcare Act 2006/EYFS regulations<. We issued the provider with a simple caution, which she accepted. We may take this into account if she commits an offence again when making a decision on whether to prosecute.

73. If we decide to issue a formal warning letter rather than prosecute for an offence admitted by the provider, then the wording may be:

Following our investigation, the provider admitted that they/she/he had... This is an offence under >insert relevant legislation<. We sent a formal warning letter to the provider regarding the offence informing him/her that should there be any recurrence, we may consider prosecution on a future occasion

74. If we decide to issue an initial warning letter then the wording may be:

We found the provider/childminder was failing to meet their conditions of registration as they were caring for more children than their conditions of registration allow. On this occasion Ofsted issued the provider with a warning letter.

or

We found the provider / childminder had failed to notify Ofsted of a significant event, which is a requirement of their registration. On this occasion Ofsted issued the provider with a warning letter.

Suspension

75. An example of wording where we have taken steps to suspend a provider's registration is:

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.

76. If the provider has appealed against the suspension but this is still in place at the time of writing the outcome summary it should state:

The suspension remains in place while the Health, Education and Social Care First-tier Tribunal hears the appeal. 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.

77. Once we lift the suspension we should update the outcome summary to reflect this, for example:

We have now lifted the suspension because the provider took appropriate action to deal with the matter that led to the suspension and we are satisfied that there is now no risk of harm to children as a result of this matter.

Examples of outcome summaries

Suitable people; safe recruitment

Complaint (with other matters arising) – published

On 17 October 2010, a parent complained that the public can access the pre-school toilets when the children are attending, and that children go to the toilet unsupervised by a member of staff (Early Years Register).

Entry into publication box

Summary of complaint

On 17 October 2010, we received a complaint that raised concerns about members of the public accessing toilets used by the children who attend the setting. We investigated this concern to see whether the setting was meeting the Early Years Foundation Stage welfare requirements relating to 'suitable people'; in particular, the requirement that states that people whose suitability has not been checked must not have unsupervised contact with children being cared for.

What we did in response/what we found as a result

We do not investigate to prove or disprove a complaint but we use the information to check if the childcare provider is meeting all legal requirements. We carried out an unannounced visit to the premises and found the provider was not ensuring adequate supervision of children in communal areas, such as the toilets.

Other matters

Although it was not part of the original complaint, we also identified that the provider's register of children attending was not up to date. Staff were not always aware of the number of children attending the setting on the day and the provider did not fully ensure that they had recorded the hours of attendance of the children and the names of children's key workers.

Action taken

Following our investigation, we issued a notice to improve that asks the provider to ensure:

- the daily record of names of the children looked after on the premises, includes their hours of attendance and the name of the children's key workers (The Early Years Foundation Stage General Welfare Requirements – Documentation)
- children are supervised at all times (The Early Years Foundation Stage General Welfare Requirements – Suitable people).

We will monitor the provider to ensure they meet this action.

The provider remains registered with Ofsted.

Updating the publication information

Following our investigation, we issued a notice to improve that required the provider to ensure:

- children are supervised at all times (The Early Years Foundation Stage General Welfare Requirements – Suitable people)
- the daily record of names of the children looked after on the premises, includes their hours of attendance and the name of the children's key workers (The Early Years Foundation Stage General Welfare Requirements – Documentation).

We carried out a monitoring visit to the premises to check that the provider was meeting the actions set. We are satisfied that the provider has done so.

The provider remains registered with Ofsted.

Suitable people; safe recruitment

Compliance action (notification from an outside agency) – published

On 1 December 2010, we received information from the police that the childminder's son was a known drug addict and was recently released from prison. He had been bailed to the childminder's address, after being arrested and charged with violent conduct and breaking and entering.

Entry into publication box

Summary of compliance action

On 1 December 2010, we received a notification from an outside agency that raised concerns about the suitability of those who may come into contact with the children being cared for. We investigated the concern to see whether the setting was meeting the Early Years Foundation Stage welfare requirements relating to 'suitable people'; in particular, the requirement that providers must notify Ofsted of particulars of any significant event which is likely to affect the suitability of the early years provider or any person who cares for, or is in regular contact with, children on the premises to look after children.

What we did in response/what we found as a result

We carried out an unannounced visit to the premises and found the childminder had failed to notify us of a significant event. The childminder did not demonstrate a full understanding of the implications of this and was not able to demonstrate to our satisfaction that children were safe.

Action taken

We have suspended the childminder's registration because we believed children may be at risk of harm. We are taking steps to cancel the provider's registration. The childminder may appeal to an independent external tribunal, the Health, Education and Social Care First-tier Tribunal against our decision to suspend and cancel the provider's registration and it may overturn our decision.

The suspension remains in place while the Tribunal hears the appeal. The provider cannot provide care for children for which registration is required while the suspension is in place, and commits an offence if they do so.

Updating the publication information

We suspended the childminder's registration because we believed children were at risk of harm. In addition, we took steps to cancel the registration. The provider appealed to the Tribunal against our decisions to suspend the registration and to take steps to cancel the registration. The Tribunal heard the appeals together. It was satisfied that the childminder was now able to meet the requirements of registration and there was no longer a risk of harm to children. The Tribunal allowed both appeals and the childminder remains registered

with Ofsted.

Behaviour management

Complaint (where the provider took action) – published

On 4 October 2010, we received a complaint from a parent to say that her 14-month-old child has come home from nursery with bites on two or three occasions. When she has raised this with the provider, she was told that they know who does it and that as he is just under two-years-old; it is just a phase some children go through. They try to keep an eye on him and stop it as much as possible (Early Years Register).

Entry into publication box

Summary of complaint

On 4 October 2010, we received a complaint that raised concerns about a child being bitten by another child within the setting. We investigated this concern to see whether the setting was meeting the Early Years Foundation Stage welfare requirements relating to 'safeguarding and promoting children's welfare; in particular, the requirement that providers must have an effective behaviour management policy which is adhered to by all members of staff.

What we did in response/what we found as a result

We do not investigate to prove or disprove a complaint but we use the information we receive to check if the childcare provider is meeting all legal requirements. We made the provider aware of our concerns and asked them to look into it and tell us about any action they took so that they continue to meet the requirements of registration.

Action taken

The provider took action to meet with the requirements of registration by identifying that some members of staff need additional training in behaviour management. They have made arrangements for this to take place. (The Early Years Foundation Stage General Welfare Requirements – Safeguarding and promoting children's welfare; and Suitable people)

We are satisfied with the action taken by the provider and that no further action is required. The provider remains registered with Ofsted.

Food and drink; individual needs of children

Complaint (where no action was taken) – not published

On 26 July 2010, we received a complaint from a parent to say that her child who attends the nursery often complains about being hungry. The complainant states that only some children are offered second helpings at mealtimes and that the children are not given water to drink when they are thirsty. The complainant states that staff give biscuits to the children to 'fill them up'. The complainant also states that staff are often busy talking on their mobile

phones and ignore the children. (Early Years Register).

Entry into publication box

Summary of complaint

On 26 July 2010, we received a complaint that raised concerns about food portions at mealtimes, children not being offered water and staff members talking on mobile phones and ignoring the children. We investigated these concerns to see whether the setting was meeting the Early Years Foundation Stage welfare requirements relating to 'safeguarding and promoting children's welfare' and 'organisation'. In particular, we investigated the requirements: where children are provided with meals, snacks and drink, these must be healthy, balanced and nutritious; and providers have effective systems to ensure that the individual needs of all children are met.

What we did in response/what we found as a result

We do not investigate to prove or disprove a complaint but we use the information we receive to check if the childcare provider is meeting all legal requirements. We carried out an unannounced visit to the premises and found that on the day of the visit children were provided with a range of healthy meals and other healthy snacks. The portions were adequate and children had free access to drinking water. Staff members were observed encouraging children to help themselves to drinks. Menus were displayed for parents and appeared to be healthy and balanced. There is a clear policy that tells staff members that they must keep their phones in their lockers when they are working directly with the children. The manager confirmed that she checks that staff put their phones into their lockers every morning. Staff members were complying with this policy. Staff use a mobile device to communicate with the manager and staff in different parts of the building. Inspectors observed an appropriate use of this that did not impact on the care provided for children.

Action taken

The provider was found to be meeting the legal requirements relating to the complaint and no further action was taken.

The provider remains registered with Ofsted.

Inadequate 2 judgement – learning and development

Compliance action (inadequate category 2) – published

On 16 September 2010, we carried out an inspection of a setting on the Early Years Register and the compulsory part of the Childcare Register. This resulted in an inadequate category 2 judgement. The inspector noted that the children are bored and do not have much to do. This resulted in them running around boisterously or wandering from one activity to the next without any interest being shown or encouragement given to them to engage in constructive activities. The inspector also found the procedure for checking the suitability of staff was not consistently applied and was not sufficiently rigorous. Some staff files did not contain references for staff.

Entry into publication box

Summary of compliance action

Summary of concern

On 16 September 2010, we carried out an inspection which judged that the overall effectiveness of the nursery was inadequate and did not meet the needs of the children who attend. The outcome of the inspection is set out in the inspection report which is published on the providers page of the Ofsted website

What we did in response/what we found as a result

We found that procedures for checking the suitability of staff were not sufficiently rigorous. In addition there were insufficient activities provided resulting in, children not having enough to do. This had an impact on their progress and their behaviour.

Action taken

Following the inspection, we issued a welfare requirements notice that required the provider to:

- plan and organise systems to ensure that every child receives an enjoyable and challenging learning and development experience (The Early Years Foundation Stage General Welfare requirements – Organisation)
- ensure that adults looking after children, or having unsupervised access to them, are suitable to do so (The Early Years Foundation Stage General Welfare requirements – Suitable people).

We will monitor this provider to ensure they meet this action. The provider remains registered with Ofsted.

Updating the publication information

We carried out a monitoring visit to the premises to check that the provider was complying with all actions set in the welfare requirements notice and ensure they continue to comply with the requirements for registration. We found that the provider had taken the necessary action. We carried out a full inspection of the nursery on 2 November 2010 and the nursery was judged as satisfactory. The provider remains registered with Ofsted.

Suitable people; premises and security

Compliance action (notification from provider) – published

On 21 February 2010, we received a notification from a provider on the Early Years Register and the compulsory part of the Childcare Register that says that a child left the premises unsupervised on 19 February 2010. The notification gave the circumstances of the child leaving the premises; the child was subsequently found by a passer by and returned to the care of the nursery. As a result, the parent was informed and the provider carried out an investigation. The provider includes details of the internal investigation as well as a detailed risk assessment. The investigation highlighted that the door entry system was not working

on that day and that during lunch times staff in one of the group rooms were not supervising the children appropriately. As a result the provider immediately took action to repair the door entry system (evidence of the repair work was included) and the provider detailed the steps that have been taken to ensure that there are adequate staff to meet the minimum adult: child ratios requirements during lunch breaks, including additional staff cover and reorganisation of staff.

Entry into publication box

Summary of compliance action

On 21 February 2010, the provider notified us that a child left the premises unsupervised. This notification means that the provider met their legal responsibility as set out in the Early Years Foundation Stage welfare requirements to notify Ofsted particulars of any significant event which is likely to affect the suitability of the early years provider or any person who cares for, or is in regular contact with, children on the premises to look after children.

What we did in response/what we found as a result

We discussed the incident with the provider who gave us detailed information about the event and the actions they have taken.

Action taken

The provider took prompt and appropriate action to comply with the requirements of registration by:

- immediately repairing the door entry system to ensure children are unable to leave unsupervised (The Early Years Foundation Stage General Welfare requirements – Safeguarding and promoting children’s welfare)
- ensuring staffing arrangements are organised effectively to ensure safety and that specific legal requirements for ratios of adults to children are met at all times, specifically during lunch times (The Early Years Foundation Stage General Welfare requirements – Suitable people).

We are satisfied that the provider took prompt and appropriate action to ensure they continue to meet the requirements for registration. As a result, we decided it was not necessary for us to carry out a visit or take further action. The provider remains registered with Ofsted.

Ratio of adults to children

Compliance action (arising from another visit) – published

On 12 October 2010, we carried out a visit to a childminder following a request to vary the conditions of registration. During the visit the inspector noted that the childminder was caring for more children than she was registered for. During the visit a mother dropped her four-year-old daughter off. The childminder already had four children under five with her, including two in buggies. Although the childminder had breached the conditions of her

registration, the inspector reached the conclusion that this was a one-off event.

Entry into publication box

Summary of compliance action

During a visit to the childminder on 12 October 2010, we found that the childminder was caring for more children than her registration allowed.

What we did in response/what we found as a result

The childminder admitted that they had cared for more children than her registration allowed on one occasion. We concluded that the childminder had only exceeded her numbers on this one occasion.

Action taken

We issued a warning letter to the provider. We also varied the conditions of registration. The childminder remains registered with Ofsted.

Suitable people and ratios of adults to children

Complaint (where we took action and found other matters not relating to the original complaint) – published

On 25 November 2008, we received a complaint from a parent saying that she has heard, from a friend, that her childminder has a new partner living with her, and she has also seen the childminder out and about with her new partner's children who are aged four and six years. The complainant believes the new partner has a criminal record for violent offences.

Entry into publication box

Summary of complaint

On 25 November 2010, we received a complaint that raised concerns about the suitability of people coming into contact with children and the numbers of children being cared for by the childminder. We investigated the concerns to see whether the childminder was meeting the Early Years Foundation Stage welfare requirements relating to 'suitable people', in particular, the requirement that providers must notify Ofsted of any change of the persons aged 16 years or older living or working on the childminding premises. In addition we checked whether the childminder was meeting the conditions of registration relating to numbers of children.

What we did in response/what we found as a result

We do not investigate to prove or disprove a complaint but we use the information to check if the childminder is meeting all legal requirements. We carried out an unannounced visit to the premises and found the childminder was in breach of her conditions of registration, and had failed to notify Ofsted of any change of people aged 16 years or older living or working on the childminding premises. These are both offences.

Other matters

Although it was not part of the original complaint, we also identified that the childminder did not have accurate records of children's attendance, did not hold sufficient information to be able to contact a child's parents in the event of an emergency, and did not have a first aid box.

Action taken

We cautioned the childminder for committing the offences. We suspended the childminder's registration because we believed children may be at risk of harm and to allow time for steps to be taken to reduce or eliminate the risk of harm.

Following our investigation, the provider admitted that they had cared for more children than her registration allowed. This is an offence under >insert relevant legislation, for example, the Childcare Act 2006/EYFS regulations<. We issued the provider with a simple caution, which she accepted. We may take this into account if she commits an offence again when making a decision on whether to prosecute. We also issued a welfare requirements notice that requires her to:

- ensure attendance registers are updated and that these are maintained (The Early Years Foundation Stage General Welfare Requirements – Documentation)
- ensure appropriate information is kept so that children's parents can be contacted in the event of an emergency (The Early Years Foundation Stage General Welfare Requirements – Safeguarding and promoting children's welfare)
- obtain a first aid box with appropriate content to meet the needs of children (The Early Years Foundation Stage General Welfare Requirements – Safeguarding and promoting children's welfare).

It is an offence for a person to fail to comply with a welfare requirements notice, and if a provider does not comply, this may result in a prosecution.

We will monitor this provider to ensure that they meet the actions set out in the welfare requirements notice.

The suspension remains in place while we continue our investigation. The childminder cannot provide childcare for which registration is required while the suspension is in place, and may commit an offence if they do so.

Updating the publication information

We cautioned the childminder for committing the offences. We suspended her registration to allow time for steps to be taken to reduce or eliminate the risk of harm to children. We have now lifted the suspension because the provider took appropriate action to reduce or remove the risk of harm to children.

Following our investigation, the provider admitted that they had cared for more children than her registration allowed. This is an offence under >insert relevant legislation, for example, the Childcare Act 2006/EYFS regulations<. We issued the provider with a simple caution, which she accepted. We may take this into account if she commits an offence again when making a decision on whether to prosecute. We also issued a welfare requirements notice that requires her to:

- ensure attendance registers are updated and that these are maintained (The Early Years Foundation Stage General Welfare Requirements – Documentation)
- ensure appropriate information is kept so that children’s parents can be contacted in the event of an emergency (The Early Years Foundation Stage General Welfare Requirements – Safeguarding and promoting children’s welfare)
- obtain a first aid box with appropriate content to meet the needs of children (The Early Years Foundation Stage General Welfare Requirements – Safeguarding and promoting children’s welfare).

It is an offence for a person to fail to comply with a welfare requirements notice, which may result in a prosecution.

We carried out a monitoring visit to the premises to check that the provider was meeting the actions set in the welfare requirements notice and ensure she continues to comply with the conditions of her registration. We are satisfied that the provider has done so and no further action was required. The childminder remains registered with Ofsted.

Death of a child; medicines

Compliance action (relating to a death of a child) – published

On 1 March 2010, we received a notification from a provider on the Early Years Register and the compulsory part of the Childcare Register that a child suffered a severe allergic reaction at the setting and subsequently died.

Entry into publication box

Summary of compliance action

On 1 March 2010, the provider notified us that a child suffered a severe allergic reaction and died at the setting. The notification means that the provider met their legal responsibility as set out in the Early Years Foundation Stage welfare requirements relating to ‘safeguarding and promoting children’s welfare’, in particular, to notify Ofsted of any serious accident, illness or injury to or death of any children while in their care, and of the action taken in respect of it. A coroner’s inquest is scheduled.

What we did in response/what we found as a result

We carried out an unannounced visit to the premises and found the provider did not meet the requirement to have at least one person who has a current paediatric first aid certificate on the premises at all times when children are present.

Action taken

We issued a welfare requirements notice that requires the provider to:

- ensure at least one person who has a current paediatric first aid certificate is on the premises at all time when children are present (The Early Years Foundation Stage General Welfare requirements – Safeguarding and promoting children’s welfare).

It is an offence for a person to fail to comply with a welfare requirements notice, which may result in a prosecution.

We will monitor this provider to ensure that they comply with the requirements set out in the welfare requirements notice.

The provider remains registered with Ofsted.

Updating the action taken section of the summary for publication

We issued a welfare requirements notice that requires the provider to:

- ensure at least one person who has a current paediatric first aid certificate is on the premises at all time when children are present (The Early Years Foundation Stage General Welfare requirements – Safeguarding and promoting children’s welfare)

It is an offence for a person to fail to comply with a welfare requirements notice, which may result in a prosecution.

We carried out a monitoring visit to the premises to check that the provider was meeting the actions set. We are satisfied that the provider has done so. The coroner’s inquest has not yet taken place. The provider remains registered with Ofsted.

Food and drink; partnership with parents

Complaint (where no action was taken) – not published

On 2 August 2010, we received a complaint from a parent to say that she is concerned at how the setting works with the parents. She said often her child arrives late and even though she has phoned to tell the staff that they will be there, the message is not passed to the cook and there is no food left for her child to eat. The parent went on to say that the parents are never told anything about what is going on or given any information when the child first starts, they are always having to ask and then told different things, she has never seen any progress reports of how her child is developing or information about how their child is doing while at nursery. The staff members tell her how unhappy they are and that they all want to leave because of the manager. (Early Years Register)

Entry into publication box

Summary of complaint

On 2 August 2010, we received a complaint that raised concerns about lack of information for and poor partnership with parents and insufficient food for children. We investigated the concerns to see whether the provider was meeting the Early Years Foundation Stage welfare requirements relating to ‘Safeguarding and promoting children’s welfare’; in particular the requirement that where children are provided with meals, snacks and drink, these must be healthy, balanced and nutritious, and the requirement to engage with and provide parents with information.

What we did in response/what we found as a result

We do not investigate to prove or disprove a complaint but we use the information to check if the childcare provider is meeting all legal requirements. We carried out an unannounced visit to the premises and found that on the day of the visit children were provided with a range of healthy meals. Policies were on display and available to parents and systems were in place for sharing information with parents. Inspectors observed a two-way flow of information between parents and members of staff.

Action taken

The provider was found to be meeting the legal requirements relating to the complaint and no further action was taken.

The provider remains registered with Ofsted.

Notification of a serious accident

Compliance action (relating to a serious accident) – not published

On 25 July 2010, we received a notification from a provider on the Early Years Register and the compulsory part of the Childcare Register that a child had tripped and received a blow to the head, which resulted in the child being taken to the Accident and Emergency department at the local hospital and subsequently hospitalised for three days.

Entry into publication box

Summary of compliance action

On 25 July 2010, the provider notified us that a child sustained a serious injury while at the setting which resulted in the child being hospitalised. The notification means that the provider met their legal responsibility as set out in the Early Years Foundation Stage welfare requirements relating to 'Safeguarding and promoting children's welfare' to notify Ofsted of any serious accident, illness or injury to or death of any children while in their care, and of the action taken in respect of it.

What we did in response/what we found as a result

The provider provided us with full details as to how they meet the specific legal requirements relating to illnesses and injuries. They inform local child protection agency, keep a record of the accident and first aid treatment, review their risk assessment, and ensure hazards to children are kept to a minimum.

Action taken

We were satisfied with the provider's response and as a result, we decided it was not necessary for us to carry out a visit or take further action.

The provider remains registered with Ofsted.

OR

Compliance action (relating to a serious accident) – published

On 25 July 2010, we received a notification from a provider on the Early Years Register and the compulsory part of the Childcare Register that a child had tripped and received a blow to the head, which resulted in the child being taken to the Accident and Emergency department at the local hospital and subsequently hospitalised for three days.

Entry into publication box

Summary of compliance action

On 25 July 2010, the provider notified us that a child sustained a serious injury while at the setting which resulted in the child being hospitalised. The notification means that the provider met their legal responsibility as set out in the Early Years Foundation Stage welfare requirements relating to 'Safeguarding and promoting children's welfare' to notify Ofsted of any serious accident, illness or injury to or death of any children while in their care, and of the action taken in respect of it.

What we did in response/what we found as a result

The provider told us about the action they took to ensure they meet the legal requirements of registration. As a result, we decided it was not necessary for us to carry out a visit or take further action.

Action taken

The provider took prompt and appropriate action to comply with the requirements of registration by:

- conducting a risk assessment and identifying potential hazards, as a result the layout of the room was changed. (The Early Years Foundation Stage General Welfare requirements – Suitable premises, environment and equipment)

We are satisfied with the action taken by the provider and no further action was required. The provider remains registered with Ofsted.

Multiple concerns – published

Entry into publications box

On 5 July 2011, we received a complaint that raised concerns about staff qualifications and understanding of responsibilities, management of the setting, ratios, risk assessments, safety whilst on outings, procedures for collection and delivery of children to other schools, use of the minibus, fire drill procedure, first aid training, recording of daily attendance, contact details for parents, allergies, suitability of the registered person, delivery of learning and development requirements, provision for children with special needs, provision of food, variety of menus, use of mobile phone, and procedures for recording visitors to the setting.

We needed to investigate these concerns to see whether the setting was meeting the Early Years Foundation Stage (EYFS) welfare requirements relating to 'safeguarding and promoting children's welfare', 'suitable people', 'suitable premises', 'organisation', and 'documentation'.

What we did in response

We do not investigate to prove or disprove a complaint but we look into the information we receive to see if the childcare provider is meeting all legal requirements. We carried out an unannounced visit to the premises

What we found as a result

We found that on the day of the visit ratios were met, and that provision for children with special needs was satisfactory. The provider has taken some steps to improve the recording of visitors and the mobile phone policy. A varied menu is provided, and further consultation with children is planned.

We also found that the provider was not ensuring that full risk assessment is carried out for the use of the minibus and for outings; that all necessary information is obtained from all parents in advance of a child being admitted to the provision, that an enhanced Criminal Records Bureau (CRB) Disclosure in respect of every person aged 16 or over who works directly with children is obtained; that all adults looking after children have appropriate qualifications, training, skills and knowledge, with specific reference to safeguarding; that regular evacuation drills are carried out; that systems to ensure that every child's individual learning and development needs are met; that the key worker system is effective; that the daily record of the names of the children looked after on the premises, their hours of attendance and the names of the children's key workers is effective, and that records are easily accessible and available for inspection by Ofsted.

Action taken

Following our investigation, we issued a notice to improve that asks the provider to:

- ensure a full risk assessment is carried out for the use of the minibus (Safeguarding)
- demonstrate how they ensure that children are safe on outings, specifically when walking to and from school (Safeguarding)
- ensure that all necessary information is obtained from all parents in advance of a child being admitted to the provision, including all information as set out in the Early Years Foundation Stage Framework (Safeguarding)
- ensure robust systems are in place to determine the suitability of every person aged 16 or over who works directly with children is obtained (Suitable People)
- demonstrate how they will ensure that all adults looking after children have appropriate qualifications, training, skills and knowledge, with specific reference to their responsibilities regarding safeguarding (Suitable People)
- ensure outdoor and indoor spaces, furniture, equipment and toys, are safe and suitable for their purpose, with specific reference to ensuring that regular evacuation drills are carried out (Suitable Premises)
- provide evidence to demonstrate partnership working in order to ensure that every child receives an enjoyable and challenging learning and development experience that is tailored to meet their individual needs (Organisation)
- demonstrate that there are effective systems in place to ensure that the individual needs of all children are met, by reviewing and improving the key worker system (Organisation)
- review the daily record of the names of the children looked after on the premises, their hours of attendance and the names of the children's key workers in order to ensure the safe and efficient management of the setting and to meet the needs of the children (Documentation)

- ensure records are easily accessible and available for inspection by Ofsted (Documentation)

We will monitor the provider to ensure they meet these actions.

The provider remains registered with Ofsted.