

## **Complaint about childcare provision**

Ref: 2564847/4578903

Date: 6 October 2020

### **Summary of outcome**

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

On 16 September 2020 the provider notified us of a fire at the premises. No children were present at the setting at the time of the incident. The notification means that the provider met their legal responsibility to notify Ofsted of significant events. On 17 September 2020, we received information that raised concerns that the provider was not meeting some of the requirements.

Following this, we carried out an unannounced visit to the setting on 1 October 2020. We found that the provider had taken appropriate steps to ensure children's safety following the significant event. However, we found that the manager had not maintained an accurate record of children's attendance. Subsequently the provider had taken appropriate steps to address this weakness. We found that the written statement of policies and procedures to follow in the event of an allegation was not effective. Following our visit, the provider revised the policies and procedures. We are satisfied the provider has taken appropriate action in this regard.

Additionally, during the visit we found new areas of concern. We have issued the provider with a notice to improve that requires them to take the actions below by 21 October 2020. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

#### **Action needed:**

ensure that those who lead safeguarding at the setting and all staff have a secure understanding of the procedures to follow in the event of an allegation

improve staff induction and ongoing supervision to ensure that all staff are competent to perform their roles and any weaknesses in practice are identified and addressed swiftly

ensure that records are easily available for persons who have a professional need to see them.

Ofsted has received an appropriate response to the action to demonstrate that requirements are now met.

### **Publication of complaints**

We publish details of complaints made against childminders, home childcarers and childcare providers where we or the provider have taken action in order to meet legal requirements.

We publish details of complaints on our website for a period of five years.

For further information about the complaints process please view the [Concerns and complaints about childminders and childcare providers leaflet](#).