

Complaint about childcare provision

Ref: 144694/4587966

Date: 30 October 2020

Summary of outcome

Her Majesty's Chief Inspector of Education, Children's Services and Skills is leading Ofsted's work into how regulated early years and childcare providers in England have delivered child-centred practice and care, within the context of the restrictions placed on society during the COVID-19 (coronavirus) pandemic.

All early years providers must meet the legal requirements in the Statutory framework for the early years foundation stage. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 29 September 2020, we received concerns that the provider was not meeting some of these requirements.

On 02 October 2020, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take.

Actions needed by 23 October 2020

- improve policies and procedures for safeguarding and child protection to ensure that all staff are fully equipped with the information required to keep children safe
- ensure all staff, particularly those in charge of the setting in the absence of the manager, fully understand their responsibility for keeping children safe, specifically in managing allegations of harm made against adults in the setting and reporting this to the relevant authorities
- Ensure recruitment procedures are robust enough to effectively demonstrate the suitability of all adults working with children, including processes for monitoring their ongoing suitability during employment
- ensure that the named deputy is capable, qualified and effectively supported to take charge of the setting in the manager's absence
- ensure that there is appropriate insurance (e.g. public liability insurance) in place for the premises from which childcare is provided.

On 27 October 2020, we carried out a regulatory visit to check whether the provider had met the safeguarding and welfare actions raised at their last visit.

We found that the provider had met some of the safeguarding and welfare actions but not others. The provider demonstrated that they hold an appropriate and valid insurance certificate and had improved systems for ensuring the ongoing suitability of staff. However, the provider has not sufficiently improved their safeguarding policies and procedures or effectively ensured staff have sufficient knowledge of safeguarding and child protection to enable them to keep children safe.

We have therefore served a welfare requirements notice. This is a legal notice that requires the provider to take the actions below within the timescales set out.

Actions needed by 11 November 2020

- implement a policy and procedure to safeguard children. These should be in line with the guidance and procedures of the relevant Local Safeguarding Children Board (LSCB)
- ensure the practitioner designated to take lead responsibility for safeguarding is equipped with the knowledge and skills required to fulfil this role
- train all staff to understand the safeguarding policy and procedures and ensure that all staff have up to date knowledge of safeguarding issues
- have regard to the government's statutory guidance 'Working Together to Safeguard Children 2015' and to the 'Prevent duty guidance for England and Wales 2015' to recognise any causes for concern and act appropriately.

On 12 November 2020, 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 within the welfare requirements notice.

We found that the provider had improved their knowledge and understanding of child protection procedures and now fully understands their responsibilities. The safeguarding policy for the setting has been revised to accurately reflect the local authority procedures and all staff have been trained to understand this. Additionally, training has been completed with all staff to ensure their knowledge and understanding of safeguarding, child protection and the Prevent Duty Guidance. The practitioner who takes the lead for safeguarding has improved their knowledge and fully understands their role in supporting staff members within the setting.

We are satisfied the provider has met the safeguarding and welfare actions raised.

The provider is still registered with Ofsted.

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](#).