

## **Complaint about childcare provision**

Ref: EY447801/4588926

Date: 21 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 30 September 2020, the provider notified us that there had been a significant incident. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of an event likely to affect the suitability of an individual or affect the smooth running of the setting.

On 9 October 2020, 20 October 2020 and 21 October 2020 we carried out a regulatory telephone call. On 15 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. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed by 20 November 2020:

- ensure all members of the management committee have a clear understanding of their roles and responsibilities in respect of the 'Statutory Framework for the early years foundation stage'; this includes obtaining Disclosure and Barring Service checks for all members of the management committee and providing Ofsted with the required information to ensure all suitability checks are completed in a timely manner
- put in place appropriate arrangements for the supervision of staff which includes support, coaching and training to foster a culture of mutual support, teamwork and continuous improvement
- ensure that the lead practitioner for safeguarding has a secure understanding of all safeguarding policies and procedures, particularly with reference to managing allegations about adults who work with children
- ensure that all staff have an up-to-date knowledge of wider safeguarding issues,

including the 'Prevent Duty guidance for England and Wales 2015'

- ensure a clear procedure for dealing with complaints is implemented, understood and followed, and a record of any complaints and their outcome is kept and made available to Ofsted on request
- improve information sharing with parents and keep them informed about children's experiences and how the early years foundation stage is delivered in the setting
- ensure that a daily record of the names of children being cared for on the premises and their hours of attendance is completed.

The provider has addressed the above actions within the required timescale. The provider remains suitable for registration.

### **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](#).