

Complaint about childcare provision

Ref: 2545639/4624304

Date: 1 December 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 which can be found at: https://www.gov.uk/government/publications/early-years-foundation-stage-framework--2](https://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 5 November 2020, we received concerns that the provider was not meeting some of these requirements.

On 9 November 2020, the provider notified us of a significant event which may affect staff's suitability to work with children. 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 any significant event.

On 17 November 2020, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have served a 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 December 2020:

- ensure all staff know and understand the actions to be taken in the event of an allegation being made and the role of the local authority designated safeguarding officer (LADO)
- ensure all staff understand the safeguarding policy and procedure and have an up-to-date knowledge of safeguarding issues, so they can identify and respond to signs of possible abuse at the earliest opportunity
- ensure that all staff receive induction training to help them understand their roles and responsibilities, including information about safeguarding and child protection
- implement effective supervision arrangements and provide staff with support, coaching

and training that helps them to offer high quality experiences for children that continually improve.

We found that the provider had implemented induction and supervision arrangements for staff and provided training to support them in understanding and completing their roles. The provider and staff had improved their knowledge and understanding of safeguarding procedures. They now know what to do if they had concerns about a child, or if an allegation was made, to safeguard children.

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](#).