

Complaint about childcare provision

Ref: EY555044/4658103

Date: 12 January 2021

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 9 December 2020, we received concerns that the provider was not meeting some of these requirements.

On 10 December 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.

Actions needed by 6 January 2021:

- keep clear records of information about staff qualifications and the identity checks and vetting processes that have been completed including the Disclosure and Barring Service check number, the date a check was obtained and details of who obtained it
- improve the supervision of staff to provide support, coaching and training and to foster a culture of mutual support, teamwork and continuous improvement, which encourages the confidential discussion of sensitive issues
- maintain records to ensure the safe and efficient management of the setting and keep them easily accessible and available
- put in place a written procedure for dealing with concerns and complaints from parents and/or carers, and keep a written record of any complaints, and their outcome
- keep a daily record of the names of the children being cared for on the premises, their hours of attendance and the names of each child's key person.

On 7 January 2021, we monitored the actions taken. We found that the provider has improved arrangements for checking that required records are maintained. Records are kept

accessible to ensure the safe and efficient management of the setting. The way that attendance is recorded has been improved and is checked to ensure it accurately reflects who is present. There is a written procedure for dealing with complaints and for keeping records of their outcome. Records about staff qualifications and the vetting processes that have been followed are kept to evidence how staff suitability has been checked. There are improved arrangements for the supervision of staff. 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](#).