

Complaint about childcare provision

Ref: 226887/4587885

Date: 4 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 29 September 2020 we received concerns that the provider was not meeting some of these requirements.

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.

Actions needed by 23 November 2020:

- ensure the premises are secure to prevent children leaving the premises unsupervised and to make sure that unauthorised persons cannot enter the premises
- ensure that people looking after children are suitable to fulfil the requirements of their roles. This includes all appropriate vetting and suitability checks on the appointment of staff and ongoing processes to ensure staff remain suitable
- implement a robust safeguarding policy and procedure to safeguard children, with particular reference to the correct procedures for the referral of any allegations about staff to the appropriate safeguarding agencies.

On 26 November 2020, we carried out a compliance monitoring visit. We found that the provider had met all of the actions set within the welfare requirements notice. The provider had made sure the premises were secure so that unauthorised persons could not enter the premises and children could not leave unsupervised. The provider has reviewed all issues concerning the suitability of staff and has implemented a system to confirm that all staff remain suitable for their roles. The provider and all staff have an appropriate knowledge of the correct safeguarding procedures to follow should there be an allegation against staff.

Additionally, during the visit, we found new areas of concern. This means that the provider was not meeting other requirements as set out in the Statutory framework for the early years foundation stage.

In relation to the new areas of concern, we have issued an action for the provider to take. The provider will be able to give parents further information about this.

Action needed by 25 January 2021:

- ensure all staff have a thorough knowledge and understanding of wider safeguarding issues, such as 'The Prevent duty guidance for England and Wales 2015' to take appropriate action should they have concerns about a child's welfare.

We found that the provider had reviewed their safeguarding policies and organised a training programme for staff to equip them with the required knowledge and understanding of wider safeguarding issues.

We are satisfied the provider has met the safeguarding and welfare action 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](#).