

Complaint about childcare provision

Ref: EY482382/4578165

Date: 22 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 16 and 25 September 2020, we received concerns that the provider was not meeting some of these requirements. On 29 September 2020, the provider notified us of 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 a significant event, which is likely to affect the suitability of the early years provider or any person who cares for, or is in regular contact with, children on the premises to look after children.

On 13 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 14 October 2020:

- ensure all reasonable steps are taken to identify and minimise risks posed to children, with specific regard to making trailing electrical wires in the baby room inaccessible to children

Actions needed by 30 October 2020:

- ensure staff are trained to identify signs of possible abuse at the earliest opportunity, including recognising inappropriate behaviour displayed by other members of staff.

On 10 and 11 December 2020 we carried out a regulatory telephone call. The focus of the call was to check whether the provider had met the safeguarding and welfare actions raised at their last visit. We found that the provider had taken action to minimise the risk posed from trailing electrical wires in the baby room. Wires had either been secured to the wall or removed completely. Staff had undertaken safeguarding training which had help to improve their knowledge of recognising inappropriate behaviour displayed by other members of staff.

Additionally, during the call, we found new areas of concern. This means that the provider

was not the meeting requirements as set out in the Statutory framework for the early years foundation stage.

In relation to the new areas of concern, 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.

Actions needed by 8 January 2021:

- review the effectiveness of the mobile phone policy and procedures, and ensure staff adhere to this at all times
- develop measures to regularly review staff understanding of safeguarding issues so that weakness in staff knowledge, understanding and implementation of procedures are swiftly identified and improved
- ensure staff understand Local Safeguarding Children's Partnership procedures relating to who to contact when concerns are identified about a child or a staff member.

On 11 January 2021 we carried out a regulatory telephone call. The focus of the call was to check whether the provider had met the safeguarding and welfare actions raised during the last regulatory phone call. We found the provider had met some of the safeguarding and welfare actions but not all of them. Following a review of the mobile phone policy, staff now only use their mobile phones when they are on a break, in a room away from children. All staff must now sign their mobile phone in to a locked box at all other times. Due to the change in the mobile phone procedures, management are now able to more effectively monitor staff's compliance with this policy. Management are continuing to implement a range of strategies to monitor staff's knowledge and understanding of safeguarding. This is helping management to identify most weaknesses in practice.

We found that the provider had not met one of the actions set. We have therefore served a further welfare requirement 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 18 January 2021

- ensure designated safeguarding leads fully understand the procedures to follow if allegations are made against a member of staff, specifically relating to when to notify relevant agencies of these concerns.

On 18 January 2021 we carried out a regulatory telephone call. The focus of the call was to check whether the provider had met the safeguarding and welfare action raised during the previous regulatory phone call. We found that the settings designated safeguarding leads had improved their knowledge of procedures to follow should allegations be made against a staff member. 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](#).