

Complaint about childcare provision

Ref: EY476644/4658420

Date: 12 February 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 8 December 2020, we received concerns that the provider was not meeting some of these requirements.

Between 9 December 2020 and 9 February 2021, we carried out several regulatory telephone calls. On 4 February 2021 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 12 March 2021:

- Ensure safeguarding policies are fully understood and procedures for identifying, recording, managing and the monitoring of concerns are fully implemented by all staff, including those who take a lead responsibility for safeguarding
- Ensure all staff have a secure knowledge of safeguarding issues, including how to identify and respond in a timely way to concerns of possible abuse or neglect
- Ensure all staff are familiar with the 'Prevent duty guidance for England and Wales 2015'
- Ensure all staff receive a suitable induction which includes gaining a secure understanding of safeguarding and child protection matters and the setting's policies and procedures
- Ensure that in the absence of the manager, there is always a named deputy on the premises who is capable and qualified to take charge
- Ensure children's behaviour is managed in an appropriate way, this includes using positive behaviour management techniques that effectively support children's emotional well-

being

- Ensure physical intervention is only used to avert immediate danger of personal injury to any person or child, or to manage children's behaviour if absolutely necessary; keep a record of all physical intervention and ensure parents are informed on the same day or as soon as reasonably practicable
- Provide children with healthy, balanced and nutritious food and ensure that any food provided takes account of children's special dietary requirements, including their preferences.
- Ensure that the premises and activities are fit for purpose and meet the needs of all children, allowing them to make choices, explore and develop their confidence and independence
- Ensure children's good health and hygiene is promoted at all times, particularly in respect of ensuring that children's nappies are promptly changed when required
- Put in place effective arrangements for the supervision of staff to create a culture of mutual support and teamwork; support, coach and train staff to improve their personal effectiveness and contribute to the continued development of the setting.
- Ensure parents are kept informed about the setting's policies and procedures, and children's experiences in the setting, this includes the range and type of activities, daily routines, food and drink offered to and consumed by children.

The provider resigned their registration prior to Ofsted monitoring their compliance with the actions set.

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](#).