

## **Complaint about childcare provision**

Ref: EY466301/4685598

Date: 29 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 12 January 2021 we received concerns that the provider was not meeting some of these requirements. On 19 January 2021, 22 January 2021 and 27 January 2021 we carried out regulatory telephone calls. 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.

Actions needed by 22 February 2021

ensure that all necessary steps are taken to promote the good health of all children and prevent the spread of infection;

ensure all staff understand and implement their roles and responsibilities, with particular regard to following health and hygiene procedures;

ensure effective arrangements are in place for the supervision of staff, and provide support, coaching and training to promote the interests of all children and raise the quality of practice;

ensure professional communication with all parents so that they receive timely and accurate information, particularly with regard to health matters;

improve understanding of what needs to be notified to Ofsted;

ensure effective systems are in place to check and record the vetting processes that have been undertaken for all staff, including details of who obtained the criminal records check.

We monitored the provider's compliance with these requirements on 23 February 2021. We found that the provider has taken prompt action to meet most actions. Recruitment and vetting checks have been updated to ensure the required information is recorded. The provider has a better understanding of what needs to be notified to Ofsted. Communication with parents has improved to ensure consistent information is being shared. Procedures have been updated to promote the good health of children and prevent the spread of

infection. Staff understand their roles and responsibilities and have implemented health and hygiene procedures. However, not enough action has been taken to improve the arrangements for the supervision of staff. Staff have not yet received consistent coaching, training and support to raise the overall quality of practice. We have served a further 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.

Action needed by 23 March 2021

ensure effective arrangements are in place for the supervision of staff, and provide support, coaching and training to promote the interests of all children and raise the quality of practice.

We will monitor the provider's response to ensure the actions are successfully completed. 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](#).