

## **Complaint about childcare provision**

Ref: EY552604/4688575

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 15 January 2021, we received concerns that the provider was not meeting some of these requirements. On 8 February 2021, 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. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed by 5 March 2021:

- ensure you obtain an enhanced criminal records check in respect of every person aged 16 and over who works directly with children
- ensure that all staff receive induction training to help them understand their roles and responsibilities. Support staff to undertake appropriate training and professional development opportunities to ensure they offer quality learning and development experiences for children that continually improves
- ensure the premises are safe and comply with requirements of health and safety legislation (including fire safety and hygiene requirements). In this instance, with regards to the damaged ceiling on the first floor
- improve the arrangements in place for the supervision of staff who have contact with children and families. Effective supervision should foster a culture of mutual support, teamwork and continuous improvement, which encourages the confidential discussion of sensitive issues.

The provider responded to say they have applied for enhanced criminal records checks for staff who currently have a standard check. Also that all staff working with children will receive induction training as well as ongoing training and development. In addition, the procedure for staff supervision has been improved and also includes peer observations and

support discussions. The provider has taken steps to ensure the damaged ceiling on the first floor is being repaired and has provided us with photographic evidence of the improvements to date. We are satisfied with the action taken and 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](#).