

Complaint about childcare provision

Ref: EY286112/4717120

Date: 18 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', which you can find at [Statutory framework for the early years foundation stage](#). If we find that a provider is not meeting the requirements, we take action to ensure they put matters right.

On the 5 February 2021, we received concerns that the provider was not meeting some of these requirements.

On the 16 February 2021, we carried out an unannounced 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 action 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 3 March 2021

take action to ensure all manager and staff understand the setting safeguarding procedures, and have up to date knowledge of safeguarding issues, including how to respond to any child protection concerns in an appropriate and timely manner

ensure staff responsible to take the lead for safeguarding improve their knowledge and understanding of all safeguarding matters, including allegation management, in order to

provide support, advice and guidance to other staff when required

improve safeguarding practices to ensure in the event of an allegation being made against a member of staff, agencies with statutory responsibilities are notified without delay, and in line with the Local Safeguarding Children Partnership procedures

make sure all staff have an effective supervision and induction to help them have a clear understanding of their roles and responsibilities

ensure all managers and staff have effective support, supervision and coaching, to promote the interests of children, and ensure they have a clear understanding of their roles and responsibilities.

On the 4 March 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 at their last visit. We found that the provider had improved their knowledge and understanding of child protection procedures and was able to demonstrate they understand their responsibilities in liaising with agencies that have statutory responsibilities. Furthermore, the provider has improved the processes to ensure that staff receive effective induction and ongoing supervision to help staff understand and carry out their roles effectively.

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](#).