

Complaint about childcare provision

Ref: 134848/4708367

Date: 17 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 02 February 2021, we received concerns that the provider was not meeting some of these requirements. Also, on the 02 February 2021 the provider notified us that there had been a serious incident at the nursery. 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 serious incidents.

On 09 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.

Actions needed by 26 February 2021:

- maintain and implement an up to date safeguarding policy which is in line with the guidance and procedures of the relevant Local Safeguarding Children Partnership (LSCP) and take action to ensure all staff understand the setting's updated safeguarding policy and procedures
- ensure staff qualification requirements are met at all times, in line with current guidance to ensure the safety and security of children is maintained

- implement appropriate arrangements for employing a suitably qualified manager and a named deputy who is able to take charge in their absence, to ensure the safe and efficient management of the setting at all times
- improve leaders and managers knowledge and understanding of effective staff deployment to assure children's safety
- maintain the required staff to child ratios, throughout the nursery, at all times to ensure the individual needs of all children are met.

On 03 March 2021 we carried out a further regulatory visit to the setting and found that the provider had updated their safeguarding policy in line with the guidance and procedures of the relevant Local Safeguarding Children Partnership (LSCP) and taken appropriate action to ensure all staff understand this. We also found that the staff qualification requirements were met, and the provider had appropriate plans in place to ensure these were maintained at all times in line with current guidance. Additionally, the provider demonstrated that they had appointed a suitably qualified manager and a named deputy. The provider had also improved their knowledge and understanding of effective staff deployment. Finally, we found that the provider was meeting the required staff to child ratios, throughout the nursery, and had appropriate plans in place to ensure these were maintained at all times.

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](#).