

Complaint about childcare provision

Ref: EY362226/4650677

Date: 22 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 30 November 2020, we received concerns that the provider was not meeting some of these requirements.

On 15 December 2020, we carried out a regulatory visit. We found the provider was not meeting some requirements and had taken action to put some of these right. The provider improved systems to ensure parents and carers receive accurate information about their children. She also improved cleaning procedures across the nursery. The provider implemented effective systems for dealing with complaints and a named deputy manager was appointed, along with a suitably qualified and experienced manager. We were satisfied with the actions taken by the provider.

However, during the visit, we found that the provider was not meeting other requirements. As a result, we 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 15 January 2021:

- ensure that staff are deployed effectively across the setting to meet the needs of all children
- ensure that there are enough qualified staff working across the setting at all times.

On 19 January 2021, we telephoned the provider and found that she had improved the deployment of staff across the nursery. She ensured a qualified member of staff was in each of the rooms. Staff were also supported by the nursery manager and an early years teacher to help them work more effectively as a team. Staff deployment was organised based on staff experience, knowledge, and specific training, which helps to meet children's individual needs.

We were satisfied that the provider had met the safeguarding and welfare actions raised. However, during the telephone call we found the provider had failed to notify Ofsted of significant events, which is a requirement of their registration.

Following this, on 5 March 2021 the provider notified us that a child with a special dietary requirement had eaten food that could have compromised their health. This notification means the provider has met their legal responsibility as set out in the early years foundation stage welfare requirements to notify Ofsted of any significant events. We spoke to the manager who confirmed that they have taken prompt action to prevent a re-occurrence of this incident. Staff involved have received further training and support, which helps to ensure children's safety during mealtimes. The provider will be able to give parents further information about these matters.

The provider remains 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](#).