

## **Complaint about childcare provision**

Ref: EY455796/4751963

Date: 15 April 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 22 March 2021, the provider notified us of involvement of other agencies. 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 significant events which are likely to affect the suitability of the early years provider or any person who is in regular contact with children. Additionally, we received information from the local authority. Further to that on 24 March 2021, we received concerns that the provider was not meeting some of these requirements. On 26 March 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 9 March 2021:

- ensure that staff deployment is managed effectively to promote the well-being of children, meet their needs and ensure their safety
- ensure that staff have a clear understanding of their roles and responsibilities to assure the health and safety of children in their care
- ensure that an accurate record is maintained and shared with parents, of any accidents that children sustain
- ensure that staff follow the setting's policies and procedures in relation to behaviour management
- ensure that the key-person system is effective to meet the needs of individual children.

We visited the setting on 9 April 2021 to monitor the provider's compliance with the welfare requirements notice. We found that the provider has improved staff deployment to ensure that children are well supervised. Leaders and managers ensure that staff understand their roles and responsibilities to keep children safe and to manage children's behaviour appropriately. Accident recording systems have been improved and the provider has strengthened the ways in which information is shared with parents. The provider has taken appropriate steps to strengthen the effectiveness of the key-person system so that children's needs are met. 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](#).