

Complaint about childcare provision

Ref: 118182/4605219

Date: 8 March 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 19 October 2020 we received concerns that this provider was not meeting some of these requirements. We leaved with the Local Authority and other regulatory bodies and found that the provider has failed to notify Ofsted of a change in Charity's committee members. Failure to notify Ofsted is an offence.

On 23 October 2020, we carried out an unannounced visit to the setting. We found the provider was not meeting some of the requirements and have served a notice to improve that asks 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 13 November 2020:

ensure that all staff, including those with lead responsibility for safeguarding, understand child protection policies and procedures, with particular regard to the management of allegations against staff

ensure that all staff have a secure knowledge of identifying and reporting any child protection concerns, with particular regard how to recognise and prevent children from being exposed to extreme views in line with the government's statutory guidance the

'Prevent duty guidance for England and Wales 2015'

ensure that full records are kept regarding staff recruitment including the vetting processes that have been completed for all staff

ensure all staff, including the manager, have effective supervision, which provide support, coaching and training to help them understand their roles and responsibilities

ensure all staff involved in preparing and handling food complete training in food hygiene

ensure that the provider is aware of their responsibilities under the Data Protection Act (DPA) 1998, including the registration with the Information Commissioner's Office

ensure that an accurate daily record of children's hours of attendance is maintained

improve knowledge and understanding of what must be notified to Ofsted.

We monitored and found that the provider had ensured all staff, including the leaders, had improved their knowledge and understanding of all aspects child protection policies and procedures and now fully understood their responsibilities. The provider had improved recruitment procedures and now ensured all required checks and documents were obtained and kept. The provider had improved their knowledge and was aware of their responsibilities relating to data. The provider had reviewed how records are kept, ensuring accurate daily record of children's attendance are maintained. All staff involved in preparing and handling food had completed training in food hygiene. The provider had improved arrangements for staff supervision, including support, coaching and training. The provider had improved their knowledge and understanding of notifiable events and changes that must be notified to Ofsted. 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](#).

