

Complaint about childcare provision

Ref: 109451/4763670

Date: 19 May 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 9 April 2021, we received concerns that the provider was not meeting some of these requirements.

On the 20 April 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.

Actions needed by 7 May 2021

take action to ensure the setting's safeguarding policy is up to date and the committee, and all managers and staff understand the setting safeguarding procedures, including having up to date knowledge of safeguarding issues and know how to respond to any child protection concerns in an appropriate and timely manner

ensure staff responsible to take the lead for safeguarding (Designated Safeguarding Lead) 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

implement effective and robust recruitment procedures to assess staff's suitability and ensure all adults looking after children are suitable to fulfil the requirements of their role, including adults whose suitability has not been checked

make sure all staff have appropriate induction, training, skills and knowledge, to help them have a clear understanding of their roles and responsibilities

put appropriate arrangements in place for the supervision and coaching of all staff who have contact with children and families

ensure there is a suitable named deputy manager who is capable and qualified to take charge in the manager's absence

take steps to ensure that the staff team understand the role of the key person to help ensure that every child's individual needs are met continuously

put appropriate steps in place to ensure the ratio and qualification requirements are met and staffing arrangements meets the needs of children

ensure there is at least one member of staff with a full and relevant level 3 qualification and at least half of all staff with a full and relevant level 2 qualification, working directly with children at all times

put appropriate arrangements in place to ensure if a parent requests for their child to have medication, that all medication forms are signed by parents and checked prior to medication

being administered

put appropriate arrangements in place to ensure that written permission is obtained for all medication administered and parents are informed on the same day, or as soon as reasonably practical

ensure accident records consistently document the first aid treatment given

ensure the setting's Special Educational Needs Co-ordinator (SENCO) has a clear understanding of how to fulfil the role and meet the needs of children who attend

maintain information and records that can be shared with other professionals to ensure effective and safe management of the setting

put appropriate arrangements in place to obtain and hold all details for each child before they start attending the setting

implement a complaints policy and maintain a written log of complaints, including how complaints have been fully investigated relating to the EYFS requirements and notifying outcomes to the complainant within 28 days

Maintain attendance registers that record children's hours of attendance including times of arrival and departure

ensure the committee have secure knowledge and understanding of the requirements in relation to notifications, particularly with regard to reporting changes to people connected to

the organisation (committee) in a timely manner.

The provider will be able to give parents further information about this. The provider is still registered with Ofsted

On the 12 May 2021, we carried out a regulatory visit. The focus of the visit was to check whether the provider had met the safeguarding and welfare actions raised at their last visit. We found that the provider had taken steps to meet all actions to improve the service they offer to ensure that children receive safe and suitable provision. Leaders have improved their knowledge and understanding of child protection procedures and 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](#).