

Complaint about childcare provision

Ref: 322394/4761260

Date: 17 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 7 April 2021, we received concerns that the provider was not meeting some of these requirements.

On 14 April 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 19 May 2021:

- ensure that a practitioner is designated to take lead responsibility for safeguarding children who has attended a child protection training course that enables them to identify, understand and respond appropriately to signs of possible abuse and neglect
- ensure there is a manager who holds a full and relevant level 3 qualification, a named deputy qualified to take charge in the manager's absence and that at least half of all other staff hold at least a full and relevant level 2 qualification
- put appropriate arrangements in place for the supervision of staff who have contact with children and families
- ensure that at least one person who has a full, current paediatric first-aid certificate is on the premises and available at all times when children are present and accompanies children on outings
- take all reasonable steps to prevent unauthorised persons entering the premises.

We also found that the provider had failed to notify Ofsted of a significant event, which is a

requirement of their registration.

On 21 May 2021, we monitored the actions taken.

We found the provider had met some of the safeguarding and welfare actions but not others. A practitioner designated to take lead responsibility for safeguarding children has attended a child protection training course. Appropriate arrangements are in place for the supervision of staff and steps have been taken to prevent unauthorised persons entering the nursery. However, the management arrangements were not effective. There is not always a named deputy qualified to take charge in the manager's absence. There is not one person who has a full, current paediatric first-aid certificate on the premises and available when children are present.

Following the visit, the provider chose to close the nursery and is no longer 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](#).