

Complaint about childcare provision

Ref: 2596580/4792401

Date: 27 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 19 May 2021, we received concerns that the provider was not meeting some of these requirements.

On 21 May, we carried out an unannounced 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. The provider is still registered with Ofsted.

Actions needed by 4 June 2021:

take action to ensure all staff understand the provisions safeguarding policies and procedures and have sufficient knowledge of how to respond or escalate concerns in line with local safeguarding children's partnership (LSCP) procedures

take action to ensure all staff have completed an induction and receive ongoing supervision to ensure staff have the skills, training, and knowledge to fulfil their roles and responsibilities, with particular regard to safeguarding children

implement effective supervision and teamwork between senior leaders and nursery managers, to enable senior leaders to fully understand how requirements are being met and identify weaknesses within the provision to promote continuous improvement.

On 7 June, 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.

We found communication between senior leaders and staff at the nursery had improved and systems to ensure requirements are met, are now in place. Staff have had induction training which has enabled them to fully understand their roles and responsibilities to safeguard children including being aware of how to escalate concerns if appropriate.

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](#).