

## **Complaint about childcare provision**

Ref: EY421215/4728480

Date: 12 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 24 February 2021 we received concerns that this provider was not meeting some of these 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 16 March 2021:

- ensure that risk assessments identify and minimise all risks and hazards to children and that staff understand and can implement these procedures
- ensure that you understand and can meet the ratio requirements

On 23 March 2021 we carried out a regulatory visit and on 26 March 2021 we carried out a regulatory telephone call. We found that the provider had met one of the safeguarding and welfare actions. The provider had re-organised staffing to ensure that there were sufficient staff with the children. The provider had not met the other action and additionally, we found a new area of concern. This means that the provider was not meeting the requirements as set out in the statutory framework for the early years foundation stage.

In relation to the existing action and the new area of concern, 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.

Actions needed by 30 April 2021:

- ensure that staff understand and can implement the risk assessment procedures
- improve the key person system to establish children's needs and interests and to support

children to become familiar with the setting and develop a settled relationship with others

- improve information sharing with parents and carers to ensure that they receive accurate and useful information about their child's daily routines

On 6 May 2021 we carried out a regulatory visit. We found that the provider had met one of the safeguarding and welfare actions. The provider had amended the system for sharing information with parents and carers about children's daily activities to ensure that this was informative. The provider had not met the other two actions and additionally, we found a new area of concern. This means that the provider was not meeting the requirements as set out in the statutory framework for the early years foundation stage.

In relation to the existing action and the new area of concern, 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.

Actions needed by 3 June 2021:

- ensure that appropriate steps are taken to identify and minimise all risks and hazards to children
- improve the key person system to ensure that all staff understand and can support children's needs
- ensure that staff receive appropriate induction training that helps them to understand their roles and responsibilities

We will monitor the provider's response to ensure the actions are successfully completed. The provider is still registered with Ofsted.

On 4 June 2021 we carried out a regulatory visit. We found that the provider had met all of the safeguarding and welfare actions. The provider had taken appropriate steps to ensure that all staff are able to conduct risk assessments and understand the actions to take should a risk be found. The provider has improved the key person system to ensure that all staff working with children understand how to support children's care and development needs. The provider has taken action to improve induction training for new staff so that they understand their roles and responsibilities. The provider will be able to give parents further information about this. 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](#).