

Complaint about childcare provision

Ref: 2619624/4771736

Date: 14 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 22 April 2021 we received concerns that this provider was not meeting some of these requirements.

On 5 May 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. Additionally, we found that the provider had failed to notify us of an allegation against a member of staff. This is a requirement of registration. We took no further action as the provider is now clear on the requirement to notify Ofsted in the future.

Action needed by 30 April 2021:

- implement effective systems to record children's hours of attendance
- obtain a disclosure and barring service (DBS) check for all persons working on the premises
- appoint a suitable practitioner to take the lead responsibility for safeguarding children who is able to identify, understand and respond appropriately to signs of possible abuse
- ensure the settings safeguarding policy is in line with local safeguarding children's partnership procedures and covers the use of mobile phones and cameras in the setting
- ensure staff receive training to understand the settings safeguarding policy and procedure and to enable them to identify signs of abuse and respond in a timely manner

On 1 June 2021, we carried out a compliance monitoring visit. We found that the provider had met all of the actions set within the welfare requirements notice. The provider has

made sure that all staff have disclosure and barring service (DBS) checks to confirm their suitability to work with children. The provider has appointed a suitable member of staff to take the lead for safeguarding children and to support other staff. The safeguarding policy has been revised to include all required information in line with requirements. All staff have received comprehensive safeguarding training to improve their knowledge and understanding of issues to be alert to and the correct procedures to follow. On the day of the visit children's attendance was recorded correctly.

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](#).