

Complaint about childcare provision

Ref: 2561554/4765957

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 13 April 2021, we received concerns that the 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. The provider is still registered with Ofsted.

Actions needed by 20 May 2021:

- ensure the safeguarding lead has an adequate knowledge of child protection procedures to enable them to identify, understand and respond appropriately to signs of possible abuse and neglect and be able to provide support, advice and guidance to other staff
- organise the premises to ensure that indoor space requirements are met, base this on useable areas of the rooms used by children and do not include storage areas, thoroughfares, cloakrooms or the kitchen
- maintain an accurate daily record of the names of the children being cared for on the premises, their hours of attendance and the names of each child's key person, in particular include times when children are away from the premises on outings
- ensure all records are easily accessible and available on request, with particular regard to staff qualifications, training certificates and policy documents.

We will monitor the provider's response to ensure the actions are successfully completed.

On 21 May 2021 we carried out a regulatory monitoring visit to establish if the previous

actions raised had been met. At the visit we found the provider had met some of the safeguarding and welfare actions but not others.

We found that there had been changes made to the organisation of the premises and the number of children attending each day. This means that children now have the required space to play and learn. We also found that required records are now well organised and easily accessible. Furthermore, the daily record of attendance has been updated to show when children are on the premises.

However, during the visit, we found one of the actions had not been met and we also found a new area of concern. This means that the provider was not meeting other requirements as set out in the Statutory framework for the early years foundation stage.

In relation to the not met action and 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. The provider will be able to give parents further information about this

Actions needed by 7 June 2021:

- ensure the safeguarding lead has an adequate knowledge of child protection procedures including wider safeguarding issues, to enable them to identify, understand and respond appropriately to signs of possible abuse and neglect and be able to provide support, advice and guidance to other staff
- ensure that outdoor activities for children are planned and taken on a daily basis, unless circumstances make this inappropriate, for example, unsafe weather conditions.

On 15 June 2021, we carried out a regulatory telephone call. We found that the provider had improved their knowledge and understanding of safeguarding children and were now fully aware of their responsibilities. We found that the provider was also ensuring all children had access to planned outdoor activities on a daily basis, when it is safe to do so. We are satisfied that the provider is meeting the safeguarding and welfare requirements. 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](#).