

## **Complaint about childcare provision**

Ref: EY474774/4735850

Date: 30 March 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 4 March 2021, we received concerns that the provider was not meeting some of these requirements.

On 16 March 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.

Actions needed by 12 April 2021:

- implement an effective safeguarding policy and procedure to safeguard children in line with the guidance and procedures of the relevant Local Safeguarding Children Board (LSCB) with particular regard to the safe use of mobile phones and cameras in the setting at all times
- ensure all staff, including the designated safeguarding lead (DSL), have appropriate knowledge and understanding of safeguarding matters, with particular regard to the management of allegations
- ensure that areas used for food preparation are kept clean and hygienic
- ensure staff and children's confidential information and records are held securely and are only accessible and available to those who have a right or professional need to see them and be aware of responsibilities under the Data Protection Act (DPA) 1998 and where relevant the Freedom of Information Act 2000

On 11 May 2021, we carried out a monitoring visit. We found the provider had met some of the safeguarding and welfare actions. For example, improvements have been made to areas used for food preparation. Staff and children's confidential information was found to be held

securely. The safeguarding policy and procedure included thorough information regarding the management of allegations. The DSL has accessed further safeguarding training to ensure they have appropriate knowledge and understanding of safeguarding matters.

We also found that the provider had failed to address the underlining issues that had led to the actions previously set. This demonstrates that the provider is not compliant with the requirements for registration.

On 19 May 2021 we served a further welfare requirements notice.

Actions needed by 25 May 2021:

- ensure that the nominated individual improves their knowledge and understanding of the early years foundation stage (EYFS) requirements, in order to take the necessary steps to keep children safe and to create a high quality setting which is welcoming, safe and stimulating and where children enjoy learning

On 10 June 2021 the provider notified us that they had appointed a new Nominated Individual to bring about improvement and to comply with the notice issued.

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](#).