

## **Complaint about childcare provision**

Ref: EY404786/4801194

Date: 12 July 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', which you can find at [Statutory framework for the early years foundation stage](#). If we find that a provider is not meeting the requirements, we take action to ensure they put matters right.

On the 28 May 2021, we received concerns that the provider was not meeting some of these requirements.

On the 11 June 2021, we carried out an unannounced 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 action below within the timescales set out. The provider will be able to give parents further information about this.

#### **Actions needed by 5 July 2021**

ensure staff responsible to take the lead for safeguarding (Designated Safeguarding Lead) improve their knowledge and understanding of all safeguarding matters, including allegation management, in order to provide support, advice and guidance to other staff when required

implement effective and robust recruitment procedures to assess staff's suitability and ensure all adults looking after children are suitable to fulfil the requirements of their role, including adults whose suitability has not been checked

make sure all staff have appropriate induction, training, skills and knowledge, to help them have a clear understanding of their roles and responsibilities

ensure a member of staff on duty at the breakfast club and afterschool club has relevant and up to date paediatric first aid training to keep children safe

ensure that accurate records are maintained and regularly reviewed so that precise and up to date information can be shared with other professionals to ensure the needs of all children are met

ensure all staff records are accessible, available and stored securely on site in line with GDPR. If required, any records to be taken off site are with permission from staff and with prior agreement from Ofsted, that these may be kept securely off the premises

implement a daily record of attendance which documents all children's arrival and departure times for each session attended.

On the 7 July 2021, 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 at their last visit. We found that the provider had taken steps to improve the service they offer to ensure that children receive safe and suitable provision. 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](#).