

## **Complaint about childcare provision**

Ref: EY540009/4793004

Date: 23 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 19 May 2021, we received concerns that the provider was not meeting some of these requirements.

On 23 June 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.

Actions needed by 9 July 2021:

- keep a clear record of staff qualifications and the identity checks and vetting processes that have been completed including the Disclosure and Barring Service check number, the date a check was obtained and details of who obtained it
- ensure the facilities are suitable for the hygienic preparation of food for children and that there is suitable sterilisation equipment for babies' food
- ensure the premises and outdoor spaces are fit for purpose and suitable for the age of children cared for and the activities provided, and comply with requirements of health and safety legislation including hygiene requirements
- ensure the safety of children, staff and others on the premises in case of fire or any other emergency
- ensure staff and children are not exposed to risks and be able to demonstrate how risks are managed.

On 12 July 2021, we monitored the actions taken.

We found there is a clear record of staff qualifications and the identity checks and vetting processes that have been completed including the Disclosure and Barring Service check number, the date a check was obtained and details of who obtained it. Advice has been taken from the fire department and the public protection team (environmental health) and their recommendations met. Children have returned to bringing packed lunches as the kitchen is used as a thoroughfare to enter and exit the building and so is not suitable for the preparation of hot meals. Action has been taken to identify and minimise risks to children. The gap between the wall and floor has been filled in and measures taken to prevent children's access to the radiators and hot water/heating pipes. A more secure fence has been fitted in the area used for outdoor play.

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](#).