

## **Complaint about childcare provision**

Ref: EY553252/4774616

Date: 20 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 26 April 2021 we received information that this provider was not meeting some of these requirements. On 10 May 2021 we carried out a regulatory visit. We found that this provider was not meeting some of these requirements. We have issued a welfare requirement notice to improve. 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.

Action needed by 1 June 2021

- ensure there is a named deputy manager in place, who has been assessed as capable and qualified, to take charge in the absence of the manger
  
- improve knowledge and understanding of child protection and safeguarding procedures
  
- ensure all staff have an up to date knowledge and understanding of the safeguarding policy and safeguarding issues
  
- ensure effective recruitment and vetting procedures are consistently implemented including keeping accurate records relating to Disclosure and Barring Service checks
  
- ensure that all necessary records and documents are kept up to date and made easily

available for inspection

- ensure risks or hazards are effectively assessed for outings and clearly identify the steps to taken to minimise any risks to the health or safety of all children
  
- maintain a record of the names and hours of attendance of all children being cared for on the premises.

We will monitor the providers response to this to ensure the actions are successfully completed.

On the 08 June 2021 we carried out an inspection and found that the provider had responded appropriately to these actions. She has taken appropriate steps to improve her own and staff's knowledge and understanding of safeguarding policies and procedures. The provider implemented robust systems to make sure that all staff are suitable to work with children. She has ensured that there is a named deputy in place. The provider confirms that she will ensure all reasonable steps are taken to identify and manage specific risks on outings. In addition, will ensure that a record of children's attendance is maintained. However, during the inspection we found that the provider was not meeting some other requirements. The overall effectiveness of the provision was judged to be Not met. The inspection report sets out the actions the provider was required to take to meet the requirements.

On 29 July 2021 we carried out a regulatory telephone call. We found that the provider had responded appropriately to the actions raised. She explained the procedures she had put in place to provide appropriate support, coaching and training for staff. She explained what changes they had made and the strategies they had implemented to support children's behaviour. The provider has implemented a new and varied snack and meal menu. The provider confirms that she will ensure that all required records are maintained accurately and confidentially.

The provider remains 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](#).