

## **Complaint about childcare provision**

Ref: EY553661/4698819

Date: 19 October 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 20 October 2020, we received concerns that this provider was not meeting some of these requirements. On 26 February 2021, we carried out an unannounced regulatory visit. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed by 12 March 2021:

- provide evidence that robust checks have been completed for all staff, and any other person who is likely to have regular contact with children to check they are suitable, including obtaining enhanced criminal records checks
  
- carry out effective risk assessments and take all reasonable steps to ensure staff and children are not exposed to risks, particularly making sure rubbish is removed from the children's play area, and electric cables and cleaning materials are kept out of children's reach
  
- ensure there is a named deputy who is capable and qualified to take charge in the manager's absence
  
- make sure there is a practitioner designated to take lead responsibility for safeguarding children who can provide support, advice and guidance to any other staff on an ongoing basis, and on any specific safeguarding issue as required

- train all staff to understand the safeguarding policy and procedures, and ensure that all staff have up to date knowledge of safeguarding issues
  
- provide induction training to help staff understand their roles and responsibilities, including information about emergency evacuation procedures, safeguarding, child protection, and health and safety issues
  
- improve the key person arrangements, so that staff know who their key children are and have the information they need about each child to ensure each child's care and learning is tailored to their individual needs
  
- have appropriate insurance in place, such as public liability insurance to cover all premises from which childcare is provided
  
- make records easily accessible and available to those who have a right or professional need to see them
  
- keep confidential information and records about staff and children securely and only accessible to those who have a right or professional need to see them

The provider submitted an appropriate response demonstrating they have taken suitable action.

### **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](#).