

Complaint about childcare provision

Ref: 2701212/5515493

Date: 18 September 2023

Summary of outcome

His 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 17 August 2023, we received concerns that the provider was not meeting some of these requirements.

On 23 August 2023, 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 13 September 2023:

improve staff's understanding of the safeguarding policy including knowing who to report welfare concerns to in line with local procedures

ensure the designated safeguarding lead (DSL) has secure knowledge of how to manage allegations made against individuals appropriately

implement effective and robust recruitment and vetting procedures to ensure staff's suitability has been fully assessed to provide assurance that all adults looking after children are suitable to fulfil the requirements of their role

ensure all staff, including those with additional responsibility, have appropriate training and coaching to support their knowledge and skills so they fully understand how to meet their roles and responsibilities

put in place effective key person arrangements so staff assigned to be a key person are equipped to fulfil this role and meet the individual needs of children

improve staff deployment arrangements to meet the needs of children

improve risk assessment arrangements so staff who have yet to be fully vetted are clear about restrictions within their role to keep children safe at all times.

On 15 September 2023, we found the provider had met some of the safeguarding and welfare actions but not others. Significant improvements have been made to improve staff's knowledge in relation to child protection issues and reporting processes, this includes risk assessment. Steps had been taken to address the weaknesses in safer recruitment. Despite some minor discrepancies, the provider took action to put matters right. Deployment of staff is effective.

However, two actions were not met robustly, therefore we have re-issued the Welfare requirement notice. The provider will be able to give parents further information about this.

Actions needed by 27 September 2023.

ensure all staff, including those with additional responsibility, have appropriate training and coaching to support their knowledge and skills so they fully understand how to meet their roles and responsibilities

put in place effective key person arrangements so staff assigned to be a key person are equipped to fulfil this role and meet the individual needs of children.

On the 2 October 2023, the provider responded to the actions set. We found the provider has improved processes in place to ensure the key person approach is robust. Furthermore, leaders have a much sharper focus to ensure staff are monitored and supported to implement training to help them fulfil the requirements of their roles.

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](#).