

## **Complaint about childcare provision**

Ref: 118175/4621728

Date: 12 November 2020

### **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 3 November 2020, the provider notified us of a significant event. The notification was not within the prescribed timescales which means that the provider had failed in their legal responsibility as set out in the Statutory framework for the early years foundation stage. On 6 November 2020, we received additional information that the provider was not meeting some of these requirements.

On 9 November 2020, we carried out a regulatory telephone call to discuss the notification and concerns that were shared with us. 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 24 November 2020:

- ensure that all necessary steps are taken to keep children safe and well, this specifically refers to ensuring that detailed information is gathered about children's individual health care needs prior to being admitted to the setting
- ensure that all reasonable steps are taken to ensure staff and children in your care are not exposed to risks and demonstrate how you are managing risks. Providers must determine where it is helpful to make some written risk assessments in relation to specific issues, to inform staff practice, and to demonstrate how they are managing risks if asked by parents and/or carers or inspectors
- ensure arrangements are in place to support children with Special Educational Need or disabilities.

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](#).