

Complaint about childcare provision

Ref: EY478429/4585265

Date: 17 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 25 September 2020, we received concerns that the provider was not meeting some of these requirements. On 6 October 2020, we carried out a regulatory telephone call. We found that the provider follows appropriate procedures to identify children with developmental delay. The provider also works with other professionals to share information on children's progress and secure support of specialist services as required. However, we also found the provider was not meeting some of the requirements. We served a welfare requirements notice. This is a legal notice that required the provider to take the action below within the timescales set out. The provider will be able to give parents further information about this.

Action needed by 10 November 2020:

- ensure the designated safeguarding lead practitioner has a clearer understanding of their role and responsibilities when liaising with other agencies, including Children's Services and the Local Safeguarding Children Board partners, and contributes effectively to inter-agency working in line with statutory guidance, 'Working together to safeguard children 2015'

On 11 November 2020, we carried out a regulatory telephone call. The focus of the call was to monitor the provider's response and check whether the provider had met the safeguarding and welfare action raised. We found that, as the designated safeguarding lead for her setting, the provider has refreshed her training and has also ensured that her senior staff have refreshed their training. The provider has reviewed her safeguarding policy and procedures and has engaged in support from the local authority. This is to ensure a clear understanding of their role and responsibilities in relation to information sharing. We are satisfied with the action taken by the provider. 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](#).