

## **Complaint about childcare provision**

Ref: EY295674/4635638

Date: 20 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 16 November 2020, we received concerns that the provider was not meeting some of these requirements.

On 19 November 2020, we carried out a regulatory telephone call. 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. We also found that the provider had failed to notify Ofsted of a significant event, within the prescribed timescale, which is a requirement of their registration.

The provider is still registered with Ofsted.

Actions needed by 27 November 2020:

3.4 - ensure the procedures for when allegations are made against a member of staff reflect those of the local safeguarding children partnership

3.8 - ensure all staff and management understand and implement the procedures to follow when an allegation is made against a member of staff.

3.6 - ensure all staff know and understand the role of the Local Authority Designated Officer (LADO).

We found that the provider had improved their knowledge and understanding of child protection procedures and now fully understands their responsibilities. They have amended their policy and procedures and understand the role of the LADO.

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](#).