

Complaint about childcare provision

Ref: EY435448/4646002

Date: 5 January 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 23 November 2020, we received concerns that the provider was not meeting some of these requirements.

On 1 December 2020, we carried out a regulatory telephone call and found that the provider was not meeting some of the requirements of registration. We have issued actions for the provider to take.

Actions needed by 4 January 2021:

- review and update safeguarding policy and procedures for safeguarding children to be in line with current requirements of the Statutory framework for the early years foundation stage

- identify and designate a suitable member of staff to take lead responsibility for safeguarding in every setting, who must attend a child protection training course

- ensure all staff understand the safeguarding policy and procedures, and all staff have an up to date knowledge of safeguarding issues, particularly regarding notifying agencies with statutory responsibilities without delay.

The provider will be able to give parents further information about this.

The provider took action to enable all staff to develop their knowledge of safeguarding procedures. Management ensured safeguarding policies and procedures are now updated, staff are now identified to take safeguarding lead in each setting, and staff have completed safeguarding training.

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](#).