

Complaint about childcare provision

Ref: EY482892/4607392

Date: 7 December 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, the provider notified us that safeguarding procedures had not been appropriately followed. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of any allegations of serious harm or abuse by any person living, working, or looking after children at the premises.

On 26 October 2020, we carried out a regulatory visit. We found the provider was not meeting some of the requirements and had taken action to put this right. The provider had reported a failure to follow safeguarding procedures to the Local Authority Designated Officer (LADO) and carried out their own internal investigation. The provider identified weaknesses in staff's implementation of safeguarding procedures and staff disciplinary procedures had been followed. Safeguarding procedures had been updated and all staff had attended Designated Safeguarding Lead training.

Additionally, during the visit, we found further areas of concern. This means that the provider was not meeting requirements as set out in the Statutory framework for the early years foundation stage.

In relation to the new areas of concern, we have issued actions for the provider to take. The provider will be able to give parents further information about this.

Actions needed by 4 December 2020:

- ensure child protection procedures are consistently implemented, with specific regard to obtaining and recording clear information about children's pre-existing injuries where appropriate
- improve supervision procedures to include monitoring of management so that any

weaknesses are swiftly identified, and improvements made to safeguard children.

We have reviewed the provider's response to the notice to improve and we are satisfied with the action they have taken. 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](#).