

Complaint about childcare provision

Ref: 134471/4703274

Date: 4 February 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, which you can find at www.gov.uk/government/publications/early-years-foundation-stage-framework. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 20 February 2020 we received concerns that the provider was not meeting some of these requirements.

On 2 February 2021, we carried out a regulatory telephone call. We found that the provider had taken action to put this right. The provider will be able to give parents further information about this.

On 27 January 2021 we received further concerns that the provider was not meeting some of the requirements.

During our regulatory telephone call on 2 February 2021, we found that the provider was not meeting some of the requirements. We have issued a welfare requirements notice. This is a legal notice that requires the provider to take the actions below within the timescales set out.

Action needed:

improve knowledge and understanding of when to notify the relevant agency with statutory responsibility of safeguarding concerns, particularly in regard to any disclosures a child may make, and share information with other relevant professionals in a timely manner by 5 March 2021

ensure that appropriate records are maintained about children, particularly in relation to any child protection concerns, to help ensure that children's individual needs are met by 5 March 2021

make sure that records about children are only accessible and available to those who have a

right or professional need to see them by 5 March 2021

ensure that the designated safeguarding lead has the knowledge and skills to provide support, advice and guidance to staff with regard to any safeguarding issues by 5 March 2021

ensure the designated safeguarding lead gains an appropriate understanding of the 'Prevent duty guidance for England and Wales 2015' by 5 March 2021.

The provider resigned the registration before any additional enforcement action could be taken. The provider will be able to give parents further information about this.

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](#).