

Complaint about childcare provision

Ref: 118615/4690487

Date: 25 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 8 January 2021, we received concerns that the provider was not meeting some of these requirements.

On 19 January 2021, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take. This is a notice that requires the provider to take the actions below within the timescales set out. The provider will be able to give parents further information about this.

Actions needed by 22 February 2021:

- ensure leaders and staff gain a secure understanding of the safeguarding procedures to follow, including whistle-blowing procedures
- ensure there is an effective key-person system in place so the care and experiences staff offer meet each child's individual needs
- ensure that staff are deployed appropriately so that children's needs are always met, including children who have special educational needs and/or disabilities (SEND)
- ensure all key staff are aware of the provisions in place for children with SEND so the needs of these children are consistently met.

On 15 February 2020 we found that the provider has taken appropriate action following the notice to improve. The provider has given leaders and staff appropriate opportunities to develop their knowledge and understanding of safeguarding procedures to help them fully understand their responsibilities. They have improved the key person system to ensure that all children's needs are met, at all times, including those children who have special educational needs and/or disabilities (SEND). They have put systems in place to make staff aware of what provisions there are for children with SEND, to ensure they consistently

receive the support they need.

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](#).