

Complaint about childcare provision

Ref: 2568538/4684031

Date: 10 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 <https://www.gov.uk/government/publications/early-years-foundation-stage-framework--2> . If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 12 January 2021 we received concerns that this provider was not meeting some of these requirements.

On 14, 15, 17 & 18 January 2021, we carried out regulatory telephone calls. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take. This is a legal 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. The provider is still registered with Ofsted.

Actions needed by 17 February 2021

- ensure that all staff have a robust knowledge and understanding of safeguarding procedures and know how to respond appropriately to any child protection concerns, including those of incidents that may happen outside of the nursery environment
- when a child starts attending the setting, ensure that each child is assigned a key person, parents know who their child's key person is and understands their role
- improve ways of communicating with parents so that partnership working takes place and staff know about children's individual learning and development needs
- ensure staff have a clear knowledge and understanding of their roles and responsibilities to meet children's welfare and development needs effectively
- identify a Special Educational Needs Co-ordinator to improve arrangements to support children with special educational needs and/or disabilities.

We monitored the provider's response on the 17 February 2021 to ensure the actions were

successfully completed.

As a result of our monitoring, we found that the provider has offered all staff safeguarding training, this was followed up further by putting measures in place to ensure that staff's understanding of the safeguarding policy is robust.

The arrangements for ensuring staff understand their role as the key person are now in place.

Systems to improve communication with parents are now in place. Parents are informed about their child's learning and care needs and these are shared on an ongoing basis.

All staff are now clear about their job role and responsibilities and these will be discussed regularly at staff meetings, staff supervision and appraisals

A Special Educational Needs Co-ordinator has been identified and taken on this role within the setting.

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](#).