

Complaint about childcare provision

Ref: EY497230/4647028

Date: 14 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 26 November 2020, we received concerns that the provider was not meeting some of these requirements. On 8 December 2020 we carried out a regulatory telephone call. We discussed this with the provider and established that they had failed to notify us of a significant event within 14 days regarding persons working on the premises. This is a requirement of their registration. We have issued a notice of action to improve. This notice 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 January 2021:

ensure the safeguarding policy is carried out in line with the guidance and procedures of the local safeguarding partnership for managing allegations made against a member of staff

ensure that the provider, staff and the practitioner designated to take lead responsibility for safeguarding children are confident about the procedures to follow when an allegation is made against a member of staff, including notifying Ofsted and agencies with statutory responsibilities, such as the local authority designated officer, without delay.

The provider has responded appropriately to these actions. The management team and staff have undertaken various training to update their knowledge and understanding of the policies and procedures they must follow should they have an allegation made against them, and with particular regard to notifying Ofsted and agencies with statutory responsibilities. Policies and procedures are being reviewed by the whole staff team on a monthly basis and within their professional development meetings. This ensures everyone is up to date regarding their roles and responsibilities to keep children safe from harm.

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](#).