

Complaint about childcare provision

Ref: EY336446/4734538

Date: 19 March 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 can be found at: Early years foundation stage (EYFS) statutory framework - GOV.UK (www.gov.uk). If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 20 November 2017 and on 20 April 2018, we received concerns that the provider was not meeting some of these requirements.

On 18 March 2021, while routine inspections were suspended, we carried out a regulatory visit. We found the provider was not meeting one of the requirements. We have issued an action for the provider to take. The provider will be able to give parents further information about this.

Actions needed by 8 April 2021:

- ensure all staff know and understand your safeguarding policy and procedures, particularly the role of the local authority designated safeguarding officer (LADO) and the action to be taken in the event of an allegation being made.

We found that the provider had improved their knowledge and understanding of their safeguarding policy and the procedures to be followed to protect children. They updated their policy, which is now in line with local safeguarding partnership procedures. We are satisfied the provider has met the safeguarding and welfare action 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](#).