

Complaint about childcare provision

Ref: EY487188/4741262

Date: 25 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 11 March 2021, we received concerns that the provider was not meeting some of these requirements.

On 16 March 2021, we carried out a regulatory telephone call. We found the provider had failed to notify Ofsted of a significant event. This is a requirement of their registration. In addition, we found the provider was not meeting some of the requirements. We have served a welfare requirements notice. 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.

Actions needed by 5 April 2021

- implement a safeguarding policy that is in line with the guidance and procedures of the Local Safeguarding Children Board (LSCB) and includes an explanation of appropriate action to be taken in the event of an allegation being made against a member of staff
- ensure that all staff and directors understand the safeguarding policy and procedures and have up to date knowledge of safeguarding issues
- improve knowledge of the Government's statutory guidance 'Working Together to Safeguard Children 2013' to ensure any concerns about children's safety or welfare are notified to the appropriate agency without delay
- ensure that people looking after children are suitable to fulfil the requirements of their roles. Providers must have effective systems in place to ensure that practitioners, and any other person who is likely to have regular contact with children (including those living or working on the premises), are suitable
- obtain an enhanced criminal records check in respect of every person aged 16 and over

who works on the premises on which the childcare is provided

- ensure confidential information and records about staff and children must be held securely and only accessible and available to those who have a right or professional need to see them. Providers must be aware of their responsibilities under the Data Protection Act (DPA) 1998 and where relevant the Freedom of Information Act 2000
- ensure the name, home address and telephone number of any other person living or employed on the premises is in place.

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](#).