

Complaint about childcare provision

Ref: EY501438/4747029

Date: 29 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:

<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 17 March 2021, we received concerns that the provider was not meeting some of these requirements and on 18 March 2021, the provider notified us that they had terminated a child's place at the setting. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of a significant event.

On 26 March 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 below within the timescales set out. The provider will be able to give parents further information about this.

Actions needed by 16 April 2021:

- update your safeguarding policy, in line with the local safeguarding partnership procedures, ensuring all staff know and understand the policy, including what to do if they have concerns about a child
- ensure all staff know and understand what to do in the event of an allegation being made and the role of the local authority designated safeguarding officer (LADO).

We found that the provider had updated their safeguarding policy, which now reflect the local safeguarding partnership procedures. The provider also completed staff training to ensure all staff know and understand the policy and what to do if they have concerns about a child or in the event of an allegation being made. 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](#).