

## **Complaint about childcare provision**

Ref: EY468551/4750833

Date: 21 April 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 23 March 2021, we received concerns that the provider was not meeting some of these requirements.

On 20 April 2021, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take. This is a 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 12 May 2021:

- ensure that safeguarding policies are regularly reviewed and updated to reflect the guidance and procedures of the relevant Local Safeguarding Children Board
- ensure the designated safeguarding lead fully understands their role and gains a secure understanding of the safeguarding procedures and practices, including whistle-blowing procedures

On 6 May 2021, the provider responded to the notice to improve. The provider has updated the safeguarding policies to ensure they reflect those of the Local Safeguarding Children Board. The designated safeguarding leads has improved their understanding of their role and understands the safeguarding procedures to follow to keep children safe.

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](#).