

Complaint about childcare provision

Ref: 2589156/4769868

Date: 11 May 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 20 April 2021, we received concerns that the provider was not meeting some of these requirements.

On 5 May 2021, we carried out a regulatory visit. We found that there had been a breach to the food and drink requirement. However, the provider had taken appropriate action to address this. We also found additional breaches relating to the child protection requirement and have issued actions for the provider to take. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed by 20 May 2021:

- ensure the safeguarding policy reflects the guidance and procedures of the relevant local safeguarding partners and gives clear explanation of the referral route in the event of an allegation being made against a member of staff
- ensure staff are kept up to date with changes to the safeguarding policy and are aware of the relevant local safeguarding partners procedures.

On 17 May 2021 the provider shared details of how they had addressed the actions.

The provider has updated their safeguarding policy to reflect the local safeguarding partnership procedures. They have implemented meetings, training sessions and quizzes to improve and monitor staff's knowledge of safeguarding procedures and the process for referring concerns.

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](#).