

Complaint about childcare provision

Ref: 113520/4780108

Date: 28 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', which you can find at [Statutory framework for the early years foundation stage](#). If we find that a provider is not meeting the requirements, we take action to ensure they put matters right.

On the 4 May 2021, we received concerns that the provider was not meeting some of these requirements.

On 11 May 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. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed by 30 May 2021

take action to ensure the setting safeguarding policy and procedures reflect the correct procedures to safeguard children, and are in line with local procedure

ensure the designated lead responsible for safeguarding gains knowledge of the procedure for allegation management and disseminates this knowledge to the staff

implement an effective key person system to ensure that every child's learning and care is tailored to meet their individual needs, especially those with English as an additional language (EAL) and special educational needs and or disabilities (SEN/D)

take immediate action to ensure arrangements are put in place to support all children with SEN or disabilities, and are in line with the Special Educational Needs Code of Practice

ensure any changes to associations connected to the provision is notified to Ofsted within the prescribed timescale.

On the 27 May 2021, the provider had taken steps to meet all actions set. We found the provider had improved their knowledge and understanding of child protection procedures to fully understand their responsibilities. Furthermore, steps have been taken to ensure children who need additional support receive this at the earliest opportunity. 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](#).