

Complaint about childcare provision

Ref: 100543/4736440

Date: 8 June 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 5 March 2021, the provider notified Ofsted about a significant event. 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.

On 19 March 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. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed by 8 April 2021:

- take all reasonable steps to ensure children are not exposed to risks, demonstrate how risks are identified and managed effectively to keep children safe
- ensure a secure knowledge of safeguarding practice and procedures, particularly in relation to reporting concerns to agencies with statutory responsibilities
- ensure that all staff understand their roles and responsibilities to keep children safe with particular regard to use of toys and equipment
- gain secure knowledge of your responsibilities under the Data Protection Act 1998 ensure

information and records are accessible to those who have a right or professional need to see them to safeguard and protect children's privacy.

On 16 April 2021, the provider responded to the actions set. We found that the provider had responded to each of the actions appropriately. On 13 May 2021, we telephoned the provider to discuss the actions taken. The provider had taken reasonable steps to ensure risks are identified and managed, particularly in relation to toys and equipment. The provider had also introduced further steps to ensure staff are aware of how to safeguard children and keep them safe. The provider had also taken steps to ensure information and records are accessible only to those what have a right to see them. 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](#).