

Complaint about childcare provision

Ref: EY421765/4784757

Date: 25 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 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 11 May 2021, we received concerns that the provider was not meeting some of these requirements. On 19 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.

Actions needed by 14 June 2021:

- take action to implement an effective confidentiality policy to make sure that children and families' information is kept safe and secure
- implement a robust safeguarding procedure, in particular maintain accurate records to monitor any behaviour concerns
- apply effective systems for working with parents and other professionals, including other settings children attend to help ensure children receive the individual support they need.

On 10 June 2021, we received a written response from the provider who had taken the

appropriate action. She had improved her confidentiality policy to help ensure children and families' information was kept safe and secure. The provider had implemented a robust safeguarding procedure, in particular to keep accurate documentation to monitor any behaviour concerns. She had effective arrangements for working with parents and other professionals so that children receive the individual support they need.

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](#).