

## **Complaint about childcare provision**

Ref: 321633/4793816

Date: 21 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 30 March 2021, we received concerns that this provider was not meeting some of these requirements. On 18 May 2021, we carried out an unannounced regulatory visit. Following this visit, we served the provider with a Welfare Requirements Notice. This is a legal 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. The provider is still registered with Ofsted.

#### **Actions needed by 1 June 2021**

ensure all staff with lead safeguarding responsibilities understand the role of the Local Authority Designated Officer (LADO) and the reporting action to take in the event of an allegation being made against an adult or child

ensure all staff with lead safeguarding responsibilities understand government guidance, 'Working Together to Safeguard Children 2018' and can recognise the signs and symptoms of wider safeguarding issues to keep children safe from harm

ensure safeguarding policies and procedures are in line with Local Safeguarding Children Partnership (LSCP) procedures.

On 2 June 2021, the provider responded to the actions set. We found that the provider had improved their knowledge and understanding of child protection procedures and now fully understands their responsibilities. Safeguarding policies and procedures are now in line with Local Safeguarding Children Partnership (LSCP) procedures. 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](#).