

Complaint about childcare provision

Ref: 2603534/4808754

Date: 9 July 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 9 June 2021, we received concerns that the provider was not meeting some of these requirements. On 11 June 2021, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements. We served 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.

Actions needed by 8 July 2021:

- take swift action to implement the safeguarding procedures in the event of allegations being made against a member of staff
- ensure that the lead practitioner for safeguarding completes appropriate training that enables them to identify, understand and respond appropriately to signs of possible abuse and to any allegations made against staff and ensure that this person and the organisation understands their responsibility to work with local statutory children's services agencies, including the designated officer for safeguarding
- ensure that the measures for safeguarding children include a procedure to inform Ofsted of any allegations of serious harm or abuse by any person living, working or looking after

children on the premises and ensure that these procedures are understood and followed by staff.

On 9 July 2021 we carried out a monitoring visit to ensure the actions have been successfully completed. We found that the provider had provided further training for all staff and senior managers. They have reviewed their safeguarding procedures and ensure that these now clearly state their responsibilities and that all staff understand these. 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](#).