

Complaint about childcare provision

Ref: EY490919/4789086

Date: 14 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 <https://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 14 May 2021, we received concerns that the provider was not meeting some of these requirements.

On 4 and 11 June, we carried out regulatory telephone calls. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take. This is a legal notice that requires the provider to take the actions below within the timescales set out.

Actions needed by 9 July 2021

- establish more-effective partnerships with parents and other settings that children attend, to create a two-way flow of information about children's learning and development

- keep records for each child, including full name; date of birth; name and address of every parent and/or carer who (and information about any other person who has parental responsibility for the child); which parent(s) and/or carer(s) the child normally lives with;

and emergency contact details for parents and/or carers

- ensure that all parents with parental responsibility are given access to all records and information relating to their child

On 12 July 2021, the provider responded the actions set.

We found that the provider has taken steps to ensure that information in relation to children attending other settings is in place and that parents are consulted regarding this. Procedures for information sharing with other settings are now in place.

Procedures for information and record sharing in relation to parents with parental responsibility have been reviewed and strengthened.

Children's files have been reviewed to ensure all information is available and accurate. A reflective practice session was held with all staff to ensure that robust information gathering is recognised as an important part of meeting each child's needs.

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](#).