

Complaint about childcare provision

Ref: 318589/4797045

Date: 28 June 2021

Summary of outcome

Her Majesty's Chief Inspector of Education, Children's Services and Skills is leading Ofsted's work into how regulatory 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 that they put matters right.

On 15 May 2021, we received concerns that the provider was not meeting some of these requirements. On 24 June 2021, we carried out a regulatory visit and found that the provider was not meeting some of the requirements.

We issued a notice to improve that asked the provider to take the actions below within the timescales set out.

Actions needed by 8 July 2021:

- review and update the safeguarding policy and procedures to reflect the guidance of the local safeguarding children partnership and the correct versions of national guidance documents, in particular, 'What to do if you are worried a child is being abused 2015'
- reflect on and assess the increased or specific individual risks that may exist when children with special educational needs and/or disabilities attend the setting.

We are satisfied that 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](#).