

## **Complaint about childcare provision**

Ref: EY556498/4868282

Date: 25 August 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 16 August 2021, we received concerns that the provider was not meeting some of these requirements.

On 16 August, we carried out a regulatory telephone call to the provider to request documentation. On 25 August, we carried out a follow up regulatory telephone call to discuss findings from reviewing the documentation. We found the provider was not meeting some of the requirements. We have issued a notice to improve with the action the provider needs to take by the timescale below. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed by 17 September 2021:

- ensure your safeguarding policies and procedures are up-to-date with relevant legislation and are in line with local safeguarding children's board (LSCP) procedures
- review information that is requested from parents and carers, including parental responsibility, information relating to children's homelife and any involvement with outside agencies to ensure a two-way flow of information that meets children's needs effectively.

We will monitor the action by the provider.

On 16 September 2021, the provider responded to the actions set. Although the provider had reviewed their safeguarding policies and procedures and the required documentation for child details, there were further amendments to be made. The provider responded on 29 September 2021, with the amended policies and procedures and documentation. We are satisfied the provider has met the 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](#).