

Complaint about childcare provision

Ref: 2613057/4942421

Date: 27 January 2022

Summary of outcome

All early years providers must meet the legal requirements in the 'Statutory framework for the early year's foundation stage', which you can find at <https://www.gov.uk/government/publications/early-years-foundation-stage-framework> If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 29 October 2021, the provider notified us of a safeguarding concern. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of any significant event which is likely to affect the suitability of the early years provider or any person who cares for, or is in regular contact with, children on the premises to look after children.

On 8 December 2021, we carried out a regulatory telephone call with the provider. We found the provider had failed to notify Ofsted of a different significant event, which is a requirement of their registration. In addition, we found the provider was not meeting some of the requirements. We have issued actions for the provider to take. The provider will be able to give parents further information about this.

Actions needed by 7 January 2022:

- ensure you have an effective policy, and procedure, to safeguard children. These should be in line with the guidance and procedures of the relevant local safeguarding partners (LSP). The safeguarding policy and procedures must include an accurate explanation of the action to be taken when there are safeguarding concerns about a child and in the event of an allegation being made against a member of staff
- ensure all staff are trained to understand the safeguarding policy and procedures and ensure that all staff have up to date knowledge of safeguarding issues
- ensure confidential information about staff and children is only made accessible and available to those who have a right or professional need to see this. Providers must be aware of their responsibilities under the Data Protection Legislation.

On 7 January, the provider responded to the actions that were set.

On 27 January 2022, we carried out a further regulatory telephone call. We found that the

provider had improved their knowledge and understanding of child protection procedures and now fully understands their responsibilities. The provider had improved their knowledge and practice to ensure that they are compliant with Data Protection Legislation. Therefore, all actions were appropriately met.

During the call new areas of concern came to light. This means that the provider was not meeting other requirements as set out in the Statutory framework for the early years foundation stage. The provider will be able to give parents further information about this. In relation to the new areas of concern, on 27 January 2022, we issued an action for the provider to take by 10 February 2022:

ensure there are appropriate arrangements in place to support children with SEN or disabilities, this must demonstrate how you have regard to the Special Educational Needs Code of Practice.

The provider has taken appropriate action to review and update their policies and procedures to meet requirements. 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](#).