

Complaint about childcare provision

Ref: 2583636/5482900

Date: 21 July 2023

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 [Statutory framework for the early years foundation stage](#). If we find that a provider is not meeting the requirements, we take action to ensure they put matters right.

On 5 July 2023, the provider notified us of a significant event. 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.

On the 12 July 2023, we received concerns that the provider was not meeting some of these requirements.

On 19 July 2023, we carried out a regulatory visit. 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 4 August 2023:

ensure all designated leads responsible for safeguarding improve knowledge in managing allegations and report concerns to the Local authority designated officer (LADO) in a timely

way

review key-person arrangements so that staff receive a full handover when key children change to ensure children receive continuity of care and have their individual learning and development needs met consistently

ensure that any potential hazards are identified and addressed in order to maintain children's safety, with particular regard to the outdoor gate and office door

ensure that staff understand and respond swiftly to act on any delays in children's development to ensure intervention is implemented consistently.

On the 3 September 2023, the provider responded to the actions set. We found the provider had improved their knowledge and understanding of child protection processes. Furthermore, improvements in risk assessment arrangements, key person approach and special educational needs has taken place.

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](#).