

Complaint about childcare provision

Ref: EY540560/4399751

Date: 16 September 2020

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 21 August 2019, 8 November 2019, 19 November 2019, 13 February 2020 and 22 September 2020 we received concerns that this provider was not meeting some of these requirements. On 24 August 2020 and 24 September 2020 the provider notified us of action they had taken in relation to staffing in the setting. This 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 significant events.

On 20 August 2020, we carried out a regulatory visit and on 8, 15 September and 30 September 2020 we carried out regulatory telephone calls. We found the provider had failed to notify Ofsted of a 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 12 October 2020:

- ensure that staff understand and can follow safeguarding policies and procedures with regards to any allegation of harm made against an adult
- ensure that staff can identify signs of possible abuse and neglect at the earliest opportunity and respond in a timely and appropriate way.

The provider has taken appropriate steps to meet the actions. 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](#).