

Complaint about childcare provision

Ref: EY482453/4588055

Date: 20 October 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 28 September 2020, we received concerns that the provider was not meeting some of these requirements. On 30 September 2020, the provider also notified us about some concerns with staff practice. 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 significant events.

On 2 October 2020, we visited the nursery. During the visit, we found that the provider has effective systems to address underperformance of staff. We also found that the provider had taken prompt and effective action to tighten the nursery's whistleblowing procedure. The action taken was to:

- ensure that all staff understand the nursery's whistleblowing procedure, so that any concerns can be reported promptly (Child protection).

During the visit, we identified gaps in the nursery's recruitment and vetting processes. As a result, we have issued an action for the provider to take. The provider will be able to give parents further information about this action.

Action needed by 16 November 2020:

- ensure that recruitment and vetting processes are robust.

We are satisfied the provider has met the safeguarding and welfare action 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](#).