

## **Complaint about childcare provision**

Ref: 309826/4570267

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.

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 4 September 2020, we received concerns that the provider was not meeting some of these requirements.

On 9 October 2020, we carried out a regulatory visit. We found the provider had met some of the safeguarding and welfare requirements but not others. We found that the provider had already taken action to put this right. The provider will be able to give parents further information about this. We found that suitable procedures were in place for managing children's health needs and for the safe use of cameras and children's photographs. We found that staff had completed training in child protection and were able to identify potential signs that a child may have been abused.

Action taken by the provider was to:

consider ways to make nursery policies and procedures, which are currently stored in the reception area, accessible and available to parents

ensure that when staff identify signs which indicate that a child may have suffered abuse outside of the setting, they immediately implement the nursery's procedures and respond to concerns in a timely way.

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](#).