

Complaint about childcare provision

Ref: EY463241/4581236

Date: 3 November 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 September 2020, we received concerns that the provider was not meeting some of these requirements.

On 22 September 2020, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have served a welfare requirements notice. This is a legal notice that requires the provider to take the actions below within the timescales set out. The provider will be able to give parents further information about this.

Actions needed by 15 October 2020:

- improve arrangements for the supervision of staff and provide timely support, coaching and training for all staff to promote continuous improvement and consistently high-quality teaching and care
- ensure that all staff understand and follow the safeguarding policy and procedures including the procedure to follow in the event of an allegation against a member of staff or when other members of staff display inappropriate behaviour.

On 28 October 2020, we monitored the actions taken and we found that the provider had improved arrangements for the supervision of staff. The provider has improved staff's knowledge and understanding of child protection procedures and how to report when other

members of staff display inappropriate behaviour. We are satisfied the provider has met the safeguarding and welfare actions 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](#).