

Complaint about childcare provision

Ref: EY346837/4594754

Date: 27 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 6 October 2020, we received concerns that this provider was not meeting some of these requirements.

On 12 October 2020, we carried out a regulatory telephone call. 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. The provider is still registered with Ofsted.

Actions needed by 6 November 2020:

- ensure that staff are suitable to fulfil the requirements of their roles and effective systems are in place to confirm staff's ongoing suitability to work with children
- ensure that members of the management committee have a secure understanding of their roles and responsibilities
- ensure that policies and procedures to safeguard children are in line with the Local Safeguarding Children Board guidance.

The registered provider has addressed the actions within the set timescale. The provider remains suitable for registration.

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](#).