

Complaint about childcare provision

Ref: EY258696/4600354

Date: 11 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 13 October 2020, we received concerns that this provider was not meeting some of these requirements. On 27 October 2020, we carried out a regulatory visit. 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 9 November 2020:

- ensure there is a named deputy who is capable and qualified to take charge in the manager and deputy manager's absence

- deploy staff effectively to ensure that children are kept safe and are always within sight or sound

- ensure staff know what they are expected to disclose to their manager that may affect their suitability to work with children

- update staff knowledge and understanding around safeguarding and in particular how to refer concerns and who to report them to outside of the organisation.

The provider has successfully completed the actions set. 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](#).