

Complaint about childcare provision

Ref: EY409425/4597560

Date: 21 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 9 October 2020, we received concerns that the provider was not meeting some of these requirements. On 19 October 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 3 November 2020:

- ensure that ongoing concerns regarding children's welfare are reported to the appropriate agencies in a timely manner, in line with Local Safeguarding Children Board guidance
- ensure that records and information are shared with other professionals working with children and other settings that children attend, including when a child leaves to attend a new setting, to ensure the needs of all children are met.

We visited the setting on 4 November 2020 and 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](#).

