

Complaint about childcare provision

Ref: EY495721/4606069

Date: 10 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 4 November 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. The provider is still registered with Ofsted.

Actions needed by 23 November 2020:

- provide parents with a written record of accurate information about all accidents involving their children, without delay
- improve staff's knowledge and understanding of the reporting procedures to be followed in the event of a concern about a child in their care, with specific reference to reporting concerns to the designated safeguarding lead without delay.

On 24 November 2020, we carried out a monitoring visit. We found that through a whole team training session, supervision and mentoring, the provider has improved staff's knowledge and understanding of their roles and responsibilities. Staff now fully understand they must record accurate information about accidents involving children and provide this information to parents in a timely manner. Staff also fully understand the nursery's reporting procedures to be followed in the event of a concern about a child in their care, with specific reference to reporting concerns to the designated safeguarding lead without delay.

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](#).