

## **Complaint about childcare provision**

Ref: EY482640/4553818

Date: 1 December 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 the 20th September 2016, we carried out an inspection and found the provider was not meeting some of these requirements. The overall effectiveness of the provision was judged to be not met. The inspection report sets out the actions the provider was asked to take to meet the requirements.

On the 26th November 2020, while routine inspections were suspended, we carried out a regulatory telephone call with the provider. The focus of the telephone call was to check whether the provider had met the safeguarding and welfare actions raised at their last inspection.

We found that the provider and staff had improved their knowledge and understanding of child protection procedures and fully understands their responsibilities. The provider and staff demonstrated a clear understanding of the policy and the procedure to follow if an allegation was made against a member of staff, or if they had concerns about children's welfare. The provider has reviewed vetting and recruitment processes to help ensure all staff are suitable to work with children.

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](#).