

Complaint about childcare provision

Ref: 2507513/4611452

Date: 4 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 23 October 2020, we received concerns that the provider was not meeting some of these requirements. On 11 November 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. 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 3 December 2020:

- ensure records are easily accessible and available for inspection
- train all staff to understand the setting's safeguarding policy and procedures and ensure they have an up-to-date knowledge of safeguarding issues
- ensure all staff know the procedure to follow if an allegation is made about an adult working with children
- train all staff to understand what to do if they have concerns about a child's welfare and the possible signs and symptoms that may indicate a child is being abused or neglected
- implement an effective induction procedure to enable adults working with the children to understand their roles, responsibilities and the settings policies and procedures
- ensure that all staff who are in sole charge of children hold a first aid qualification, including outings and school pick and drop off

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](#).