

Complaint about childcare provision

Ref: EY552880/4606622

Date: 13 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 19 October 2020, the provider notified us about an incident that compromised children's safety. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of any significant event which is likely to affect the suitability of the early years provider.

On 9 November 2020, we carried out a regulatory telephone call. We found that the provider was not meeting some of the requirements and had taken action to put this right. Management had identified staff had not followed the settings policies and procedures. They have suitably addressed this with staff. Safety precautions were improved outdoors, and relevant policies updated. Supervision of children and deployment of staff has improved to ensure children's needs and safety is met. Management are now ensuring staff understand the setting's policies and procedures.

Additionally, during the call, we found a new area of concern. We found that the provider had failed to notify Ofsted of another significant event, which is likely to affect the suitability of the early years provider or any person who cares for, or is in regular contact with, children on the premises to look after children. This is a requirement of their registration. Following the call, the provider notified Ofsted of all required information.

The provider will be able to give parents further information about this. 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](#).