

Complaint about childcare provision

Ref: EY537607/4632410

Date: 10 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 13 November 2020, we received concerns that the provider was not meeting some of these requirements.

On 25 November 2020, we carried out a regulatory visit to the nursery. During the visit, we found that all staff had completed child protection training to help them understand the possible signs and symptoms of abuse. The nursery also has designated leads who take responsibility for safeguarding matters. However, we found the provider was not meeting some of the requirements. The designated safeguarding leads did not report a child protection concern in a timely manner. During the visit, we also found the provider did not have appropriate insurance for the nursery. The provider will be able to give parents further information about this.

Actions needed by 9 December 2020:

ensure that any child protection concerns are reported promptly and without delay

obtain appropriate public liability insurance.

We are satisfied with the action taken by the provider. 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](#).