

Complaint about childcare provision

Ref: 123455/4655540

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

On 4 December 2020, we carried out a regulatory telephone call. 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.

Actions needed by 18 December 2020:

- ensure that you implement procedures in line with the relevant local safeguarding children's board requirements to enable referrals about safeguarding concerns without delay
- ensure that strategies for managing children's behaviour are appropriate for their stage of development and do not adversely affect children's well-being
- ensure all staff have a clear understanding of their roles and responsibilities, with particular regard to following the procedure for managing behaviour.

On 21 December 2020 we carried out a regulatory telephone call. The focus of the call was to check whether the provider had met the welfare requirements notice. We found that they have taken steps to meet the requirements. For example, they have improved their own knowledge and understanding of local safeguarding children's board requirements, and that of their assistants. They have implemented improved procedures for managing children's behaviour to ensure that procedures are appropriate for individual children's needs.

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](#).