

## **Complaint about childcare provision**

Ref: EY549357/4632015

Date: 16 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 12 November 2020, the provider notified us of a safeguarding incident. The notification means the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted. In addition, on 24 November 2020, we received concerns that the provider was not meeting some of these requirements.

On 02 December 2020, we carried out a regulatory visit. We found the provider has taken action to improve staff's knowledge of their safeguarding responsibilities. Additionally, during the visit, we found new areas of concern. This means that the provider was not meeting other requirements as set out in the Statutory framework for the early years foundation stage. In relation to the new areas of concern, we have issued actions for the provider to take. The provider will be able to give parents further information about this.

Actions needed by 16 December 2020:

- ensure there are effective systems in place to be assured that practitioners are suitable to fulfil the requirements of their roles.
- ensure that all aspects of the environment, particularly resources, are checked to minimise risks to children

We found that the provider had improved the ongoing suitability processes to make sure practitioners continue to be suitable. The provider has reviewed the risk assessments for children's resources and has minimised risks to 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](#).