

## **Complaint about childcare provision**

Ref: EY398586/4661708

Date: 22 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.

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On 11 December 2020 we received concerns that this provider was not meeting some of these requirements.

We have issued a notice to improve. This notice requires the provider to take the action below within the timescale set out. The provider will be able to give parents further information about this.

Action needed by 5 January 2020:

ensure the procedures set out in your safeguarding policy are implemented appropriately, and understood by all staff so that any safeguarding concerns about children are reported to the appropriate agency without delay

ensure the first aid box is stocked with appropriate contents for use with children.

We are satisfied that the provider has taken the necessary steps to meet the actions raised. Safeguarding procedures have been reviewed. The provider has supported all staff to clearly understand when and how to report concerns of abuse or harm to a child. Furthermore, the provider has restocked all first aid kits to ensure the contents are appropriate and in date.

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](#).