

Complaint about childcare provision

Ref: 223285/4633960

Date: 18 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 16 November 2020 we received concerns that the provider was not meeting some of the requirements. On 4 December 2020, we carried out a regulatory visit. 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. The provider is still registered with Ofsted.

Actions needed by 8 January 2021:

• ensure effective supervision arrangements are in place for all staff including; appropriate support and training to ensure an increased understanding of the EYFS

On 11 January 2021, we carried out a regulatory telephone call. The focus of the call was to check whether the provider had met the safeguarding and welfare action.

We found that the provider had improved opportunities for staff to further their knowledge and understanding of childcare. Staff have undertaken training relevant to their roles, and unqualified staff have been supported to gain qualifications. Training has increased staff's knowledge and understanding of the requirements.

We are satisfied the provider has met the safeguarding and welfare action 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](#).