

Complaint about childcare provision

Ref: 127103/4626557

Date: 19 January 2021

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 09 November 2020, we received concerns that the provider was not meeting some of these requirements.

On 12 November 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.

Actions needed by 14 December 2020:

- ensure that all staff have an up-to-date knowledge of safeguarding issues, including how to recognise potential indicators of child abuse, and the Prevent Duty guidance to ensure prompt and appropriate action is taken in the event of safeguarding matters arising
- ensure that all staff understand and implement the policy and procedures for responding to child protection concerns in line with the Local Safeguarding Children Partnership (LSCP) guidelines
- ensure that children's behaviour is consistently managed in an appropriate way to

support their well-being

- ensure that the required personal information is recorded for each child that attends the setting

We will monitor the provider's response to ensure the action/s are successfully completed.

When monitoring the provider, we found that they had taken appropriate action to address the concerns 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](#).