

Complaint about childcare provision

Ref: EY479637/4645898

Date: 21 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', which you can find at www.gov.uk/government/publications/early-years-foundation-stage-framework-2. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 25 November 2020 we received concerns that this provider was not meeting some of these requirements. On 3 December 2020, while routine inspections were suspended, we carried out a regulatory telephone call and found that there was a breach of the early years foundation stage requirements in relation to the safeguarding and welfare requirements.

On the 8 December 2020 we served a welfare requirements notice. This is a legal notice that requires the provider to take the actions below within the timescales set out.

Actions set within the welfare requirements notice:

- ensure that staff develop an up-to-date knowledge of wider safeguarding issues, including the 'Prevent duty guidance for England and Wales 2015' by 15 January 2021
- ensure that staff report any concerns about a child's safety or welfare to the relevant agency without delay by 15 January 2021.

On the 18 January 2021 we carried out a regulatory telephone call to monitor the actions

set in the welfare requirements notice and found that these actions had been met. The provider will be able to give parents further information about this. 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](#).