

Complaint about childcare provision

Ref: EY290120/4688106

Date: 2 February 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 14 January 2021, we received concerns that the provider was not meeting some of these requirements.

On 21 January 2021, we carried out a regulatory telephone call. During the call, the provider confirmed that she would carry out an internal investigation and contact Ofsted with her findings.

We received the provider's internal investigation, which identified weaknesses in their practice. We are satisfied that the provider has taken prompt action to address most of the weaknesses. The provider has ensured that all staff and managers are aware of safeguarding procedures and action to take in the event of a concern. Managers have also increased awareness of when to notify Ofsted of a significant event. The provider has put appropriate arrangements in place to support, coach and train staff to help them understand their roles and responsibilities. The provider has also ensured that records about children and staff are accessible and available at all times.

Although the provider's investigation identified weaknesses in the previous leadership and management team, she has not addressed the root of this weakness. The provider will be able to give parents further information about these breaches.

Action needed by 11 February 2021:

tighten recruitment procedures to ensure that staff, including managers, are suitable to fulfil the requirements of their role.

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