

Complaint about childcare provision

Ref: EY541528/4630999

Date: 3 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 12 November 2020, we received concerns that the provider was not meeting some of these requirements.

On 03 December 2020, we carried out a regulatory telephone call. We found that the provider was not meeting some of the requirements. We have issued an action for the provider to take. The provider will be able to give parents further information about this.

Actions needed by 6 January 2020:

- ensure that the designated leads for safeguarding can identify, understand and respond appropriately to signs of possible abuse and neglect so that they can provide support, advice and guidance to any other staff on an ongoing basis and on any specific safeguarding issue as required.

We found that the provider had ensured that all staff, including the designated lead for safeguarding, had accessed training to improve their knowledge and understanding of child protection procedures. The provider also confirmed that staff's knowledge is tested out

regularly to ensure that it remains current. 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](#).