

## **Complaint about childcare provision**

Ref: EY544784/4692424

Date: 26 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 19 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. 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 5 February 2021

ensure managers and staff fully understand and implement the Local Safeguarding Children Partnership Arrangements, in particular, the procedure to follow in the event of an allegation being made against a member of staff

gain a secure understanding of the requirements to notify Ofsted, as soon as is reasonably practicable, of any allegations of abuse made against any person working with children.

We are satisfied with the action taken by the provider.

### **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.](#)