

## **Complaint about childcare provision**

Ref: EY551969/4707458

Date: 10 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 1 February 2021 we received concerns that the provider was not meeting some of these requirements. On 2 and 3 February 2021 we carried out regulatory telephone calls. We found the provider was not meeting some of the requirements. We served a welfare requirement 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 15 February 2021:

- improve arrangements for ensuring the continued suitability of staff and their ability to fulfil the requirements of their roles. This is with specific regard to behaving in a professional way at all times when on the premises
- make sure that all staff have a clear understanding of their roles and responsibilities, and that they fully understand and implement the nursery's policies and procedures at all times
- ensure that all staff comply with requirements of health and safety legislation at all times.

We monitored the provider's compliance with these requirements on 16 February 2021. We found that the provider has taken steps to improve; the arrangements of the continued suitability of her staff with regard to behaving professionally, the arrangements to ensure staff fully understand their roles and responsibilities and implement the nursery's policies and procedures, and that staff comply with the requirements of health and safety legislation at all times. We found that this has been achieved through supervision sessions, one to one and group meetings, training and disciplinary action taken against senior staff. The provider now fully understands her responsibilities and is meeting all of the requirements of her registration. 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](#).