

## **Complaint about childcare provision**

Ref: EY474774/4666226

Date: 8 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 17 December 2020, we received concerns that the provider was not meeting some of these requirements.

On 19 January 2021, we carried out announced visit. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed by 12 February 2021:

- ensure all staff, including the designated safeguarding lead, have appropriate knowledge and understanding of safeguarding matters, with particular regard to the management of allegations
- implement effective recruitment procedures to ensure that all practitioners working with children are suitable
- ensure that every person working directly with children has their suitability checked, including obtaining an up-to-date enhanced Disclosure and Barring Service check

- comply with requirements of health and safety legislation, with particular regard to gas and electricity safety
- ensure that areas used for food preparation are kept clean and hygienic
- ensure that incident records maintained to ensure the safe and efficient management of the setting
- ensure that outdoor activities are provided to children on a daily basis
- improve knowledge and understanding of events and changes that should be notified to Ofsted.

We are satisfied the provider has met the safeguarding and welfare actions raised.

### **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](#).