

Complaint about childcare provision

Ref: EY560414/4699910

Date: 12 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 www.gov.uk/government/publications/early-years-foundation-stage-framework--2. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right. Whilst routine and assurance inspections of early years and childcare provision remain suspended, we are continuing with EY regulatory work. We have completed additional regulatory work looking at the information that we hold about this provider. The focus was to check the provider was meeting requirements following a concern since their registration visit.

On 10 February 2021, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take. 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.

Actions needed by 5 March 2021:

- improve knowledge and understanding of safeguarding, in particular the processes to follow for child protection concerns and any allegations
- develop an effective safeguarding policy that is in line with the local safeguarding children partnership, including clear information for parents and carers.

On 1 March 2021, we received a written response from the provider. We found that they had taken the appropriate action to meet the notice to improve. The provider had updated their understanding of safeguarding and brought their policy in line with the local safeguarding children partnership.

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](#).