

Complaint about childcare provision

Ref: 511373/4729671

Date: 12 March 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 25 February 2021, we received concerns that the provider was not meeting some of these requirements. Also, on 1 March 2021 the provider notified us of an incident when children's safety and security had been compromised. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of a significant incident.

On 11 March 2021, we carried out a regulatory telephone call with the provider. We found the provider was not meeting some of the requirements and had taken action to put this right. They had improved arrangements to ensure the premises are secure, and that children are released only to known adults. They had provided training and guidance for staff, to increase staff's understanding of their roles and responsibilities to keep children safe. They had reviewed their risk assessments, and the way in which staff are deployed, to further support children's safety. The provider will be able to give parents further information about this. 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](#).