

Complaint about childcare provision

Ref: EY269379/4733178

Date: 8 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 2 March 2021, we received concerns that the provider was not meeting some of these requirements.

On 5 March 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. The provider will be able to give parents further information about this.

On 11 March 2021, the provider informed us about a notifiable event. 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 significant events which may affect their suitability to be registered. We found the provider was not meeting some of the requirements and had taken action to put this right. The provider will be able to give parents further information about this.

Actions needed by 19 March 2021:

- ensure all staff, particularly those with lead responsibility for safeguarding children, have up-to-date knowledge of safeguarding issues and know, and can follow, the procedures for the protection of children, including if an allegation is made against a member of staff
- improve systems for the training, support and supervision of staff so that all staff have what they need to carry out their roles, work effectively as a team and promote the interests of children
- make sure that records relating to children are sufficiently detailed and accurate to ensure the safe and efficient management of the setting and so that all children's individual needs can be met.

We monitored the provider's response to ensure the actions are successfully completed. We found that the provider had improved their knowledge and understanding of child protection procedures and the systems for supporting staff. The provider has put in place procedures to ensure records about children are maintained in order to keep children safe. We are satisfied the provider has met the safeguarding and welfare actions raised. 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](#).