

Complaint about childcare provision

Ref: EY374763/4756992

Date: 12 April 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, which you can find at 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.

On 30 March 2021 we received a concern in relation to safeguarding practices and procedures at the setting. We needed to contact the provider to see whether they were meeting the safeguarding and welfare requirements set out in the Statutory framework for the early years foundation stage. We look into the information we receive to see if the childcare provider is meeting all legal requirements.

On 06 April 2021 we carried out a regulatory telephone call to the provider. During this conversation we found that further information was needed. Therefore, on 07 April 2021 we carried out an announced visit to the premises. We found that safeguarding practices and procedures had not been followed correctly, particularly in relation to the 'Working together to safeguard children' guidance.

Following our visit, we issued a notice to improve. The provider will be able to give parents further information about this. Actions set are:

- improve managers and staffs understanding of safeguarding practices and procedures with particular regard to the 'Working Together to Safeguard Children' guidance by 30 April 2021.

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](#).