

Complaint about childcare provision

Ref: EY287647/4742585

Date: 29 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 12 March 2021, we received concerns that the provider was not meeting some of these requirements. On 26 March 2021, we carried out a regulatory visit. Although not part of the original concern, we found the provider was not meeting other requirements as set out in the Statutory framework for the early years foundation stage. We have served a welfare requirements notice. 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.

Action needed by 9 April 2021:

ensure that staff are alert to any issues of concern in a child's life at home or elsewhere and that they implement the safeguarding policy and procedures without delay

ensure that clear records are obtained and shared with parents and other professionals to ensure the needs of all children are met, specifically in regard to other early years setting children attended.

On 12 April 2021, we visited the provider to monitor progress with the welfare requirements notice. We found that they had revised their documentation to enable staff to obtain more detailed information to meet children's needs and to safeguard their well-being. They had reviewed their safeguarding policies and further documentation with staff who demonstrated an effective knowledge of how to implement the procedures. We are satisfied the provider has met the 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](#).