

Complaint about childcare provision

Ref: EY254001/4715818

Date: 20 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 11th of January 2020, the provider notified us of a significant event which was likely to affect the suitability of a person in regular contact with children on the premises. Although the provider notified Ofsted, as required, they did not do so within the required timeframe.

On 8 March, we carried out a regulatory telephone call to look into these concerns.

We found the provider had not met some of the requirements following the significant event and had taken action to put this right. We found that the provider had taken steps to improve the child protection arrangements at the setting by ensuring that the lead safeguarding officer in charge of the setting understood their roles and responsibilities. We also found that the provider had addressed the weaknesses in staff's knowledge and understanding of how to raise concerns about an adult's conduct and practice.

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](#).