

Complaint about childcare provision

Ref: 507840/4745368

Date: 15 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 17 March 2021, we received concerns that the provider was not meeting some of these requirements.

On 13 April 2021, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We also found that the provider had failed to notify Ofsted of a significant event, which is a requirement of their registration. 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 30 April 2020:

- strengthen safeguarding policies and procedures to ensure they are robust and follow the guidance of the relevant local safeguarding children partnership board, with particular regard to reporting allegations

- ensure all staff, including the designated lead person for safeguarding, have the required

knowledge and understanding of safeguarding policies and procedures, so they can report welfare and safety concerns within appropriate timescales.

The provider has now taken appropriate action to meet the welfare requirements notice. 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](#).