

## **Complaint about childcare provision**

Ref: EY500884/4764840

Date: 27 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 13 April 2021, we received concerns that this provider was not meeting some of these requirements. The concerns were about Special Educational Needs, Information and records, Information for parents and carers, Keyperson, Managing behaviour, Staff qualifications, training support and skills, Risk assessment, and Complaints.

On 21 April 2021, we carried out a regulatory telephone call to the provider. We found the requirements related to the concerns were being met. Although it was not part of the original concerns, during the regulatory telephone call we found the provider was not meeting requirements for the effective supervision of the manager. We have served a notice to improve. This is a legal notice that requires the provider to take the actions below within the timescales set out.

Action needed by 19 May 2021:

ensure appropriate arrangements are in place for the supervision of managers to foster a culture of mutual support, teamwork and continuous improvement, which encourages the confidential discussion of sensitive issues.

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

We are satisfied with the action taken by the provider. 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](#).