

## **Complaint about childcare provision**

Ref: 2616978/4758468

Date: 22 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 22 January 2021, 17 March 2021 and 1 April 2021, we received information of concern that indicated that the provider was not meeting some of these requirements. We also received a notification from the provider on 24 March 2021 in relation to the information. On 4 January 2021 the provider notified us of an allegation against a member of staff. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of any allegations of serious harm or abuse by any person working at the premises.

On 14 April 2021, we carried out a regulatory telephone call and we carried out a regulatory visit on 16 April 2021. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take. The provider will be able to give parents further information about this. The provider is still registered with Ofsted. Action needed by 13 May 2021:

-ensure that thorough processes are followed while appointing staff to lead roles, providing robust induction and training to fulfil the requirements of their roles effectively

-ensure that all staff have a secure understanding of the responsibilities under the Prevent Duty guidance for England and Wales.

On 11 May 2021 the provider informed us of the action taken to meet the above requirements. We found that the provider has improved the induction and training of lead staff to ensure that they are competent to fulfil their roles. The provider has taken appropriate steps to improve staff knowledge and understanding of their responsibilities under the Prevent Duty guidance for England and Wales. We are satisfied that the provider has met the safeguarding and welfare 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](#).