

## **Complaint about childcare provision**

Ref: EY559741/4754933

Date: 23 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 29 March 2021, we received concerns that the provider was not meeting some of these requirements. We also received a notification from the provider on 25 March 2021 about an incident that had occurred. 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 significant events.

On 15 April 2021, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. 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.

Actions needed by 4 May 2021:

- ensure that the correct procedures are followed in the event of an allegation against a member of staff and that information is shared promptly with relevant professionals, including the LADO

- implement effective staff supervision arrangements to bring about improvement to the quality of their practice
  
- implement robust recruitment processes and ensure that when information is received about staff suitability, this information is followed up promptly
  
- ensure the manager understands their role and responsibilities and is fully capable of fulfilling this
  
- ensure there is a capable and qualified deputy in place.

We will monitor the provider's response to ensure the actions are successfully completed. An inspection was completed on the 18 May 2021 and we found that the provider had taken appropriate action to meet the welfare requirements notice.

We are satisfied 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.