

Complaint about childcare provision

Ref: EY464302/4778045

Date: 21 May 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 April 2021, we received concerns that the provider was not meeting some of these requirements.

On 5 May 2021, we carried out a regulatory visit. 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.

Actions needed by 31 May 2021:

- ensure that all staff with lead responsibility for safeguarding understand the procedure to follow in the event of an allegation against staff
- ensure that the lead practitioners for safeguarding provide support, advice and guidance to other staff on an ongoing basis
- ensure that people whose suitability has not been checked, including through a disclosure

and barring service check, do not have unsupervised contact with children.

We will monitor the provider's response to ensure the actions are successfully completed.

We received a written response from the provider outlining the action taken to improve safeguarding arrangements.

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](#).