

Complaint about childcare provision

Ref: EY471362/4737856

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 8 March 2021, we received concerns that the provider was not meeting some of these requirements.

On 25 March 2021 and 1 April 2021, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements and as a result we have issued actions for the provider to take. The provider will be able to give parents further information about this.

Actions needed by 14 May 2021

- ensure staff have a secure knowledge and understanding to fulfil their roles and responsibilities.
- ensure that the policy and procedure to safeguard children is known and understood by leaders, with particular regard to the action to follow in the event of an allegation against a member of staff.
- ensure staff understand appropriate handling of children, particularly in regard to settling

children at sleep time.

- establish effective systems for the supervision of staff which assesses the impact of training on practice to raise the standards in the setting

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

On 13 May 2021, the provider responded to the actions set. We found that the provider had improved their knowledge and understanding of safeguarding and child protection procedures. Furthermore, the provider had improved staff knowledge and understanding to fulfil their roles and responsibilities. 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](#).