

Complaint about childcare provision

Ref: EY481771/4788043

Date: 3 June 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 May 2021, we received concerns that the provider was not meeting some of these requirements.

On 18 May 2021, we carried out a regulatory visit. We found that the provider had failed to notify Ofsted of significant events, which is a requirement of their registration. We found the provider was not meeting some of the requirements. We also found that the provider has put some additional measures in place to ensure that children are kept safe in the setting though there is not a clear plan to measure the effectiveness of these measures and ensure that they are fully imbedded by all staff. We have issued actions for the provider to take. This is a statutory 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 1 June 2021:

- make sure that additional safety procedures are fully imbedded by all staff and are monitored effectively by leaders and managers

Action taken:

The provider has taken steps to meet with staff individually to ensure a clear understanding of the additional safety procedures to be followed. Managers have put regular spot checks in place to ensure that procedures are followed correctly.

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](#).