

Complaint about childcare provision

Ref: 2543500/4779598

Date: 8 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.

<https://www.gov.uk/government/publications/early-years-foundation-stage-framework--2>.

On 24 April 2021, we received concerns that the provider was not meeting some of these requirements. On Monday 10 May 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.

Actions needed by 27 May 2021:

- Ensure that any concerns about children's safety or welfare, including allegations against staff are notified to agencies with statutory responsibilities without delay.
- Ensure that records are maintained for the safe and efficient management of the setting, with particular regards to maintaining a clear record of any safeguarding concerns raised and any action taken to address those concerns.

On Thursday 3 June 2021 we undertook a regulatory telephone call with the provider to check what steps they had taken to meet the welfare requirements notice. We were satisfied that appropriate action had been taken and that the provider is now compliant with

the requirements. The provider will be able to give parents further information about this. 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](#).