

## **Complaint about childcare provision**

Ref: 2567294/4764217

Date: 14 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, which you can find at [www.gov.uk/government/publications/early-years-foundation-stage-framework--2](http://www.gov.uk/government/publications/early-years-foundation-stage-framework--2). If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right

On 12 April 2021, we received concerns that the provider was not meeting some of these requirements.

On 21 April 2021, we carried out an unannounced regulatory visit to the setting. 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. The provider is still registered with Ofsted.

Actions needed by 26 May 2021:

- improve the processes for leaders and managers to share relevant information about safeguarding concerns to support children's safety and welfare
- ensure all adults working with children have a secure understanding of safeguarding procedures and safeguarding concerns are clearly recorded
- ensure all new staff receive appropriate guidance and training to carry out their roles effectively to support children's safety and welfare within the setting
- ensure effective arrangements are in place and consistently followed for the safe and hygienic disposal of nappies
- develop leaders and managers understanding of when it is appropriate to make a notification to Ofsted

The provider has since confirmed that the actions have been completed.

## **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](#).