

Complaint about childcare provision

Ref: EY545576/4806993

Date: 9 July 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 <https://www.gov.uk/government/publications/early-years-foundation-stage-framework>. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

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

On 15 June 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.

Actions needed by 8 July 2021:

- ensure that Ofsted is informed of and provided with required information about any individual who is likely to have regular contact with children, in order for their suitability to be checked
- ensure that adults whose suitability has not been checked do not have unsupervised contact with children being cared for
- ensure assistants understand safeguarding policy and procedures, so that they are able to identify and respond in a timely and appropriate way to concerns about children
- improve the organisation of documentation and ensure that it is available on request.

We monitored the provider's response to ensure that the actions were successfully completed. We are satisfied that the provider has met the safeguarding and welfare actions raised.

On 22 June 2021 we received further concerns that the provider was not meeting some of these requirements.

On 9 July 2021, we carried out a regulatory telephone call. We found the provider was not

meeting some of the requirements. We have issued a further action 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 30 July 2021:

- improve skills and knowledge in managing behaviour appropriately, to support children as they learn to manage their feelings and behaviour

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

We are satisfied that the provider has met the safeguarding and welfare action raised.

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](#).