

Complaint about childcare provision

Ref: EY330167/4820556

Date: 1 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 Statutory framework for the early years foundation stage, which you can find at 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 24 June 2021, we received concerns that the provider was not meeting some of these requirements.

On 28 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. The provider is still registered with Ofsted.

Actions needed by 19 July 2021:

increase understanding of the guidance and procedures of the local safeguarding partnership, including the role of the local designated officer, so that information to safeguard children is shared with professionals in a correct and timely manner

ensure any concerns regarding children's health and well-being are shared promptly with parents.

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

The provider responded to the action within the required timescales. We are satisfied with the action taken. 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](#).