

## **Complaint about childcare provision**

Ref: 127434/4801988

Date: 13 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 [Statutory framework for the early years foundation stage](#). If we find that a provider is not meeting the requirements, we take action to ensure they put matters right.

On the 07 June 2021, we received concerns that the provider was not meeting some of these requirements

On the 17 June 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. The provider will be able to give parents further information about this.

Actions needed by 02 July 2021

- take action to ensure the setting's safeguarding policy is up to date, and managers and staff understand the setting's safeguarding procedures to keep children safe
- ensure all staff receive appropriate training so they have up-to-date knowledge of safeguarding issues and know how to respond to any child protection concerns and allegations against adults working with children, in an appropriate and timely manner.

On 07 July 2021 we carried out a regulatory call to the setting and found that the provider had met one of the actions set but not all. We found the provider had taken appropriate action to ensure the setting's safeguarding policy is up to date, and managers and staff understand the setting's safeguarding procedures. However, due to the unmet actions and further breaches of requirements we have served a further welfare requirements notice. This is a legal 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 21 July 2021:

- ensure all staff know how to respond to any child protection concerns and allegations against adults working with children, in an appropriate and timely manner.

On 22 July 2021 we carried out a regulatory call to the setting and found that the provider had met the remaining action. We found the provider had taken appropriate action through training and mentoring, to ensure all staff know how to respond to any child protection concerns and allegations against adults working with children.

The provider remains 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](#).