

Complaint about childcare provision

Ref: EY492508/4788526

Date: 21 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.

On 14 May 2021, we received concerns that the provider was not meeting some of these requirements.

On 4 June 2021, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. Additionally, we found that the provider had failed to notify Ofsted of a significant event, which is a requirement of their registration. We have issued actions for the provider to take. The provider will be able to give parents further information about this.

Actions needed by 28 June 2021:

- ensure policy and procedures are updated so that safeguarding referrals are in line with the local safeguarding children partnership

- ensure all staff have a thorough knowledge and understanding of safeguarding issues and how to respond in a timely and appropriate way.

We are satisfied that the provider has taken the necessary steps to meet the actions raised. All staff have attended safeguarding training and are now clear on the settings policy and procedures.

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](#).