

Complaint about childcare provision

Ref: EY307599/4829010

Date: 27 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 2 July 2021, we received information from another agency that the provider was not meeting some of the requirements.

On 15 July 2021, we carried out an unannounced visit to the premises. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take below within the timescales set out. The provider will be able to give parents further information about this.

Actions to be completed by 6 August 2021:

train all staff to understand the safeguarding policy and procedures so that they have up to date knowledge of safeguarding issues and are able to respond in a timely and appropriate way

implement effective arrangements for the supervision of staff to provide support, training and opportunities to discuss confidential sensitive issues

display (or make available to parents) staff paediatric first aid (PFA) certificates or a list of staff who have a current PFA certificate

provide all staff with training to help them understand their role and responsibilities, and the role of senior managers and leaders.

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](#).