

Complaint about childcare provision

Ref: EY421060/4847707

Date: 29 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 21 July 2021, we received concerns that the provider was not meeting some of these requirements.

On 26 and 28 July 2021, we carried out regulatory telephone calls. 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 4 August 2021:

train all staff to understand and be alert to any issues of concern about a child's welfare

implement effective safeguarding procedures to keep children safe, including when an allegation is made against a member of staff

notify without delay, local child protection agencies of any serious accident or injury to any

child, or the death of any child in the care of the setting, and act on any advice from those agencies.

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

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](#).