

## **Complaint about childcare provision**

Ref: EY540916/4815492

Date: 20 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 17 June 2021, we received concerns that the provider was not meeting some of these requirements.

On 15 July 2021, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued an action for the provider to take. The provider will be able to give parents further information about this.

Action needed by 30 July 2021

ensure staff responsible to take the lead for safeguarding have a secure knowledge of all safeguarding matters, including allegation management, in order to provide support advice and guidance to other staff when required

take action to ensure that staff and managers have a thorough knowledge and understanding of when to notify agencies with statutory responsibilities of any child protection concerns in a timely manner, to safeguard children

ensure all staff records are accessible, available and stored securely on site in line with GDPR.

The provider responded to the actions that were set. We are satisfied that they have improved their knowledge and understanding of safeguarding matters to help all staff fully understand their responsibilities.

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](#).