

Complaint about childcare provision

Ref: 2509136/4876431

Date: 7 September 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 24 August 2021 we received concerns that this provider was not meeting some of these requirements. We met with the provider to discuss the concerns and found that 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.

Action required by 10 September 2021:

- Be alert to any issues or concerns in the child's life at home or elsewhere. Ensure that child protection policies to safeguard children are known to all staff. Ensure child protection procedures are followed and implemented at all times.
- Have regard to the government's statutory guidance 'Working together to safeguard children'. Ensure that all concerns about children's safety or welfare, are referred to agencies with statutory responsibility for safeguarding, without delay. This means the local children's social care services and, in emergencies, the police.

On 10 September 2021 we carried out an inspection of the provider. During this inspection we checked compliance with the actions that had been set. We found that the provider had taken swift action was complying with the requirements of the Statutory framework for the early years foundation stage.

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](#).