

Complaint about childcare provision

Ref: EY458475/4830083

Date: 28 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 www.gov.uk/government/publications/early-years-foundation-stage-framework--2. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 02 July 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 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. The provider is still registered with Ofsted.

Actions needed by 10 September 2021:

appoint a named deputy who is capable and qualified to take charge in the manager's absence

make records accessible and available to Ofsted and that information is held securely and confidentially

ensure all staff understand the need to protect children's privacy and that information relating to the child is handled in a way that ensures confidentiality.

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

We found that the provider had appointed a suitable person as deputy manger who is able to take responsibility for the setting in the absence of the manager.

All required records are now up to date , stored securely and available to those who have a right or professional need to see them.

Staff have been guided on the need to protect children's privacy and information. Changes to systems for monitoring children's progress mean records are now secure and staff now fully understand their responsibilities.

We are satisfied the provider has met the welfare requirement notice. 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](#).