

Complaint about childcare provision

Ref: 2658593/5143232

Date: 21 July 2022

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 25 April 2022, we received concerns that the provider was not meeting some of these requirements. We asked the provider to conduct an internal review of the concerns. On 13 June 2022, we also held a telephone regulatory call with the provider. We found the provider was not meeting some of the requirements. We also found new areas of concern. This means that the provider was not meeting other requirements as set out in the Statutory framework for the early years foundation stage. However, we are satisfied the provider has taken action to ensure there is a deputy manager in post and ensured all children have a key person. We have issued actions for the provider to take. The provider will be able to give parents further information about this.

Actions needed by: 4 July 2022

-ensure the designated safeguarding lead improves their understanding of the correct reporting procedures to follow in line with the local safeguarding partners.

-Improve supervision to ensure staff understand their roles and responsibilities, including the settings policies and procedures, including how to conduct professional discussions with parents.

We reviewed the provider's response and found this to be satisfactory. 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](#).