

Complaint about childcare provision

Ref: EY417203/4569712

Date: 25 September 2020

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 4 September 2020, we received concerns that the provider was not meeting some of these requirements. We carried out a regulatory visit. We found the provider was not meeting some of the requirements. Though the provider had informed Ofsted that there was someone new living in the home, further information has not provided to Ofsted, so that Ofsted can carry out suitability checks. We have issued a notice to improve that includes the action that the provider needs to take. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed by 7 October

- ensure that Ofsted are provided with relevant information to enable Ofsted to determine the suitability for anyone new that is living or working where childminding is being provided, including obtaining criminal records check and barred list checks.

We found that the provider has informed Ofsted about anyone new living or working where childminding is being provided. This is so suitability checks can be carried out by Ofsted. The provider now fully understands their responsibilities.

We are satisfied the provider has met the safeguarding and welfare action raised. 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](#).