

Complaint about childcare provision

Ref: 311310/4566252

Date: 29 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 18 September 2020, we carried out a regulatory visit. We found the provider was not meeting some of the requirements and had taken action to put this right. The provider had ensured staff had accessed further training to improve their knowledge and understanding of child protection procedures. They had also updated their safeguarding policies and created a safeguarding board to display clear information on child protection. Staff now fully understand their responsibilities.

We also found the provider was not meeting some of the requirements and we have issued actions for the provider to take. Furthermore, we also found that the provider had failed to notify Ofsted of a significant event, which is a requirement of their registration. The provider has not met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of all committee members. The provider is in the process of ensuring that these committee members provide all of the required information to Ofsted so that full and relevant suitability checks can be undertaken. The provider will be able to give parents further information about this.

Actions needed by 2 October 2020:

maintain a record of disclosure and barring services (DBS) check reference numbers, the date the check was obtained and details of who obtained it, for all people who people who work or are associated with the provision.

We have reviewed the provider's response to the Notice to Improve and we are satisfied with the action they have taken. 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](#).