

## **Complaint about childcare provision**

Ref: 128218/4496466

Date: 27 October 2020

### **Summary of outcome**

Ref: 128218

Date: 26 October 2020

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 14th of April 2020, we received information that raised concerns that the provider was not meeting some of these requirements.

On 18 June 2020, we carried out a regulatory telephone call to look into these concerns. We found the provider was not meeting some of the requirements. We have served a welfare requirement notice. This is a legal notice that requires the provider to take the action by the 8 of July 2020:

-ensure that assistants, and any other person who is likely to have regular contact with children (including those living or working on the premises), are suitable by supplying information to Ofsted so that the Disclosure and Barring Service (DBS) checks may be completed.

The provider will be able to give parents further information about this.

On the 09 July 2020, we carried out a regulatory telephone call to check how the provider has met this action. The provider had updated their knowledge and shared relevant information with Ofsted regarding individuals living and working on the premises. We are satisfied the provider has met the safeguarding and welfare actions 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](#).