

## **Complaint about childcare provision**

Ref: 228919/4561122

Date: 9 November 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 21 August 2020 we received concerns that the provider was not meeting some of these requirements. On 9 September 2020 we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We 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.

Action needed by 22 September 2020:

- maintain all records to ensure the safe and efficient management of the setting, with specific reference to showing how staffing arrangements ensure children's needs are met
- make sure recruitment procedures are robust by ensuring vetting procedures are completed for all staff working on the premises
- take reasonable steps to ensure the safety of all children.

On 15 September 2020, we received further concerns that the provider was not meeting legal requirements relating to information and records as outlined in the Statutory framework for the early years foundation stage. On 16 September 2020, we received information from an external agency regarding the suitability of adults working with children.

We suspended the provider's registration because we believed children may be at risk of harm. Suspension allows time for the provider to take steps to reduce or eliminate the risk of harm to children. The provider had a right to appeal against a suspension. A provider may not provide childcare for which registration is required while a suspension is in place and may commit an offence if they do so.

On 23 September 2020, we carried out an announced monitoring visit. We found the

provider had taken appropriate steps to comply with the welfare requirements notice.

We lifted the suspension because the provider took appropriate action to deal with the matter that led to the suspension.

However, following our enquiries we have ongoing concerns about the suitability of the provider and her ability to sustain all of the legal requirements of the Statutory framework for the early years foundation stage, which are designed to keep children safe and well. We are taking steps to cancel the provider's registration. The provider has a right to object to our intention to take these steps.

The provider closed the premises.

### **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](#).