

Complaint about childcare provision

Ref: EY338908/4592978

Date: 3 December 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 5 October 2020, we received concerns that the provider was not meeting some of these requirements.

On 6 October 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.

Action needed by 13 October 2020:

- ensure that only people deemed suitable by Ofsted can look after children
- put in place effective systems to inform Ofsted of anyone living or working on the premises where childminding is provided, so appropriate checks can be undertaken to determine suitability
- develop a better understanding of the use of assistants and ensure they are not left in sole charge of children for any longer than a two-hour period in any single day
- ensure any assistant left in sole charge of children has all the relevant information about the child, including dates of birth, and emergency contact details for parents and/or carers.

On 8 December 2020, we carried out a regulatory visit. The focus of the visit was to monitor compliance with the welfare requirements notice and to check whether the provider had taken appropriate action. We found that the provider had improved their knowledge and understanding of the requirements when working with assistants, including recruitment procedures, to ensure appropriate suitability checks can be undertaken. The provider now fully understands their responsibilities and has complied with the notice.

The provider will be able to give parents further information about this. 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](#).