

Complaint about childcare provision

Ref: EY499963/4644480

Date: 1 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 20 November 2020, we received concerns that the provider was not meeting some of these requirements.

On 27 November 2020, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We suspended the provider's registration because we believe 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 has a right to appeal against a suspension. The provider may not provide childcare for which registration is required while the suspension is in place and may commit an offence if they do so. The suspension remains in place while the Health, Education and Social Care First-tier Tribunal hears the appeal. The provider may not provide childcare for which registration is required while the suspension is in place and may commit an offence if they do so.

We have served a welfare requirement 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. The provider is still registered with Ofsted.

Actions needed by 11 December 2020:

demonstrate how you will ensure that there is a designated practitioner to take lead responsibility for safeguarding children and provide support, advice and guidance to any other staff on an ongoing basis

demonstrate how you will ensure staff receive appropriate training to understand your safeguarding policy and procedure

demonstrate how you will ensure that there is a manager that holds a full and relevant level 3 qualification

demonstrate how you will ensure there is a named deputy who is capable and qualified to take charge in the manager's absence

demonstrate how you will ensure Staff: child ratios are adhered to and maintained at all times

demonstrate how you will ensure there is at least one member of staff who holds a full and relevant level 3 qualification working with the children, in each age group, at all times

demonstrate how you will ensure that the name, home address and telephone number of any person living or employed on the premises or anyone else who will regularly be in unsupervised contact with the children attending the early years provision is held.¿

We will monitor the provider's response to ensure the actions are successfully completed.

On 10 December 2020 the provider resigned their registration and they are no longer 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](#).