

Complaint about childcare provision

Ref: 2547208/4602334

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 14 October 2020, we received concerns that the provider was not meeting some of these requirements. On 16 October 2020, we carried out a regulatory visit. We found that the provider had failed to notify Ofsted of a change in the persons aged 16 years or older living or working on any domestic premises where childminding is provided, which is a requirement of their registration. The provider will be able to give parents further information about this. 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.

On 24 November 2020, we carried out a further regulatory visit. We found the provider had met some of the safeguarding and welfare actions but not others. The provider has: provided Ofsted with the information requested to allow them to make checks, to ensure that any other person who is likely to have regular contact with children, including those living or working on the premises, are suitable; and has improved health and safety procedures. We are satisfied with the action taken by the provider.

However, during the visit, we found new areas of concern. We have served a welfare requirements notice. This is a legal notice that requires the provider to take the action below within the timescales set out. The provider will be able to give parents further information about this.

Actions needed by 9 December 2020:

- improve recruitment and vetting procedures to ensure that people looking after children are suitable to fulfil the requirements of their role

- ensure that any other person who is likely to have regular contact with children, including those living or working on the premises, are suitable

- develop awareness of relevant information that may lead to disqualification, including the action to take to ensure the safety of children
- obtain parents and/or carers permission to leave children with an assistant, including for very short periods of time
- improve risk assessment procedures to identify aspects of the environment that need to be checked on a regular basis and how risks will be removed or minimised
- ensure that vehicles that are used to transport children, and the driver of those vehicles is adequately insured
- put in place a system to keep a daily record of the names of children being cared for on the premises and an accurate record of their hours of attendance
- establish procedures to ensure effective communication with other settings that children attend.

On 10 December 2020, we carried out a regulatory visit. We are satisfied with the action taken by the provider. We have now lifted the suspension because the provider took appropriate action to deal with the matter that led to the suspension and we are satisfied that there is now no risk of harm to children.

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](#).