

Complaint about childcare provision

Ref: EY496377/4649341

Date: 18 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 27 November 2020, we received concerns that this provider was not meeting some of these requirements. On 15 December 2020, we conducted an unannounced visit to the provider. We have 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.

Actions needed by 8 January 2021:

obtain all pertinent information about children, and maintain accurate documentation, in particular child protection records

take action to record the required details for each child, including who has parental responsibility.

On 11 January 2021 we conducted a regulatory telephone call with the provider and found that they had taken the appropriate action to meet the welfare requirements notice.

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](#).

