

Complaint about childcare provision

Ref: 143435/4665845

Date: 12 January 2021

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 18 December 2020, we received concerns that the provider was not meeting some of these requirements.

On 7 January 2021, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements. 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. The provider is still registered with Ofsted.

Actions needed by 1 February 2021:

ensure that a first aider is always on the premises when children are present to respond to health emergencies

ensure the designated safeguarding lead holds sufficient knowledge of local safeguarding children's board (LSCP) procedures and is able to provide support advice and guidance to staff when required

take action to ensure that all staff including the designated safeguarding officer, understand the safeguarding policy and procedures, and have up-to-date knowledge of when to notify agencies with statutory responsibilities should there be a safeguarding concern about a child, or allegations made against staff

implement effective procedures for assuring the suitability of staff, including obtaining a disclosure and barring service (DBS) check that is appropriate to working with.

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

On 25 January 2021, the provider resigned their registration. 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](#).