

Complaint about childcare provision

Ref: EY418188/4601770

Date: 17 November 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', which you can find at www.gov.uk/government/publications/early-years-foundation-stage-framework--2. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 13 October 2020 we received concerns that this provider was not meeting some of these requirements. We visited the provider to discuss the concerns and have issued 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 6 November 2020:

- ensure Ofsted is provided with information about all persons living or working on any domestic premises from which childminding is being provided, so that appropriate suitability checks can be carried out

- ensure that any assistant who is in sole charge of childminded children for any period of time holds a full and current Paediatric first aid certificate

- ensure that the premises and equipment is organised in such a way to provide sufficient clear floor space which meets the needs of all children

- ensure permission is gained from Ofsted to keep records securely off the premises

- ensure that appropriate insurance is in place to cover the premises from which childminding is provided

- keep a daily record of names of the children being cared for on the premises, their hours of attendance and the names of each child's key person

- ensure Ofsted is notified of any change in the address of the premises, which may affect the space available to children and the quality of childcare.

A monitoring visit was carried out on 9 November 2020. Some action has been taken to meet the Welfare Requirements Notice. However, insufficient action has been taken with regards to ensuring that any assistant who is in sole charge of minded children, holds a current and full Paediatric first aid certificate. In addition, insufficient action has also been taken with regards to ensuring that the space within the premises and numbers of children attending the setting meet the requirements. A further Welfare Requirements Notice has been issued. 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 3 December 2020.

- improve knowledge and understanding of the indoor space requirements to ensure that there is enough clear floor space for the number of minded children

- ensure that the premises and equipment is organised in such a way to provide sufficient clear floor space which meets the needs of all children

- ensure that any assistant who is in sole charge of childminded children for any period of time holds a full and current Paediatric first aid certificate

- obtain parents' written permission to leave minded children in the sole care of childminding assistants, including for very short periods of time
- ensure that any care provided for older children must not adversely effect the care of children receiving early years provision.

The above actions have been monitored. The provider is meeting these requirements.

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](#).