

Complaint about childcare provision

Ref: EY551339/4704222

Date: 12 February 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 5 February 2021, we received concerns that the provider was not meeting some of these requirements. We suspended both the provider and her co-childminder while we completed our enquiries.

On 9 February 2021, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take below within the timescales set out. The provider will be able to give parents further information about this.

Actions to be completed by 2 March 2021:

maintain an accurate record of the names of the children being cared for on the premises, their hours of attendance and the names of each child's key person

improve knowledge and skills of child protection to gain a robust understanding of the safeguarding policy; your role within the procedures to keep children safe, including identifying indicators of abuse and to respond in a timely and appropriate way

obtain and share information (with parents, carers and other professional working with children, the police, social services, Ofsted) to ensure the safe management of the setting and to meet the needs of the children.

The provider responded to the notice issued to demonstrate how the requirements are met. Safeguarding refresher training has been booked and procedures reviewed and updated. This includes the way in which the attendance records are maintained, and the procedures for sharing information with other professionals, to keep children safe. We are satisfied with the action taken by the provider.

The provider remains 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](#).