

Complaint about childcare provision

Ref: EY439307/4345435

Date: 23 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 27 September 2019 we received concerns that this provider was not meeting some of these requirements. On 4 October 2019 we visited the provider and although not part of the concerns raised, we identified that the requirements for Information and records and Changes that must be notified to Ofsted were not being met.

We issued a Notice to Improve that requires the provider to take the actions below within the timescales set out.

Actions to be completed by 25 October 2019:

maintain information and records used for the safe and efficient management of the setting and ensure they are easily accessible and available

improve knowledge and understanding of the requirement to notify Ofsted of changes to registered persons or directors who are part of the organisation whose main purpose is to provide childcare.

On 4 March 2020 we telephoned the provider and discussed some of the steps they had taken to resolve these actions. However, we found that the provider had not met all the actions set. We therefore 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.

Action needed by 23 March 2020:

provide evidence of effective systems to ensure that all persons, including directors who are part of the organisation whose main purpose is to provide childcare, are suitable.

On 21 October 2020, after the nursery had re-opened following a temporary closure due to the restrictions placed on society during the COVID-19 (coronavirus) pandemic, Ofsted carried out an unannounced regulatory visit. The focus of the visit was to check whether the provider had met the safeguarding and welfare action, raised at their last visit. We found that the provider had not met the action set and have therefore served a further 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.

Action needed by 18 November 2020:

provide evidence of effective systems to ensure that all persons, including directors who are part of the organisation whose main purpose is to provide childcare, are suitable.

On 19 November 2020, we carried out a regulatory telephone call. The focus of the call was to check whether the provider had met the safeguarding and welfare action, raised at their last visit. We found that the provider had informed Ofsted about the additional director and provided information to initiate required checks to assess his suitability.

We are satisfied the provider has met the safeguarding and welfare action raised. 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](#).