

Complaint about childcare provision

Ref: EY318077/4635834

Date: 9 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 17 and 25 November 2020 and 4 January 2021 we received information that this provider was not meeting some of these requirements.

On 2 February 2021 we carried out a regulatory visit. We have issued a notice to improve. This notice requires the provider to take the actions below within the timescale set out. The provider will be able to give parents further information about this.

Actions needed by 12 February 2021:

We will monitor the providers response to this to ensure the actions are successfully completed.

- implement robust systems to make sure individuals working with children are suitable to do so - this is with particular reference to obtaining enhanced DBS checks for all staff and ensuring robust procedures are in place for those people who have lived or worked overseas
- ensure that staff whose suitability has not been confirmed through criminal records checks do not have unsupervised contact with children

- ensure all reasonable steps are taken to identify and manage specific risks to support staff and children's health and welfare.

The provider has responded appropriately to these actions. She has implemented robust systems to make sure that all staff are suitable to work with children. The provider understands the need for all staff whose suitability has not been checked to be supervised at all times. The provider confirms that she will ensure all reasonable steps are taken to identify and manage specific risks to support staff and children's health and welfare. Managers will complete training to increase their knowledge and understanding of safer recruitment and risk assessment.

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](#).