

## **Complaint about childcare provision**

Ref: EY461329/4761085

Date: 13 April 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 [www.gov.uk/early-years-foundation-stage](http://www.gov.uk/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 7 April 2021, we received concerns that the provider was not meeting some of these requirements. On 9 April 2021, we carried out an unannounced regulatory visit. We suspended the provider's registration because we believe children may be at risk of harm. Suspension allows time for the provider to take steps to reduce or eliminate the risk of harm to children. The provider has a right to appeal against a suspension. The provider may not provide childcare for which registration is required while the suspension is in place and may commit an offence if they do so.

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.

Actions needed by 23 April 2021:

- ensure there are effective systems to make sure any person who is likely to have contact with children is suitable

- implement robust procedures to prevent any unknown visitors entering the premises
- take steps to make sure an efficient risk assessment is in place to ensure that children are safe and secure on the premises
- review and improve knowledge and understanding of changes to notify Ofsted, including significant events, changes in health of those living or working on the premises and the additional premises where childcare is taking place
- take action to improve comprehension of child protection, including procedures to report any concerns
- make sure written permission is obtained from parents/carers for each and every medicine administered.

On 26 April 2021 we conducted an unannounced visit to the provider. We found that she had taken the appropriate action to meet the welfare requirements notice. The provider had effective systems in place to help ensure the suitability of any person who is likely to have contact with children. She had secure procedures to prevent unknown visitors accessing the premises. The provider had a robust risk assessment to help protect children from harm. She understood the changes that needed to be notified Ofsted. The provider had a secure understanding of child protection and the procedures to follow. She ensures that written permission is obtained from parents/carers for each and every medicine administered.

We have now lifted the suspension because the provider took appropriate action to deal with the matter that led to the suspension and we are satisfied that there is now no risk of harm to children.

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](#).