

Complaint about childcare provision

Ref: 2533320/4747681

Date: 7 May 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 19 March 2021 we received concerns that this provider was not meeting some of these requirements.

On 20 April 2021, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. 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 14 May 2021:

- implement effective systems to record children's hours of attendance
- implement robust systems to ensure the effective and timely completion of records of any injuries to children

We found that the provider has implemented a system to ensure all staff are effectively completing accident records with the required detail. The provider has also now implemented a system to make sure the record of children's hours of attendance is maintained appropriately.

The provider has now resigned their registration 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](#).