

## **Complaint about childcare provision**

Ref: 124211/4774573

Date: 6 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, which you can find at [www.gov.uk/government/publications/early-years-foundation-stage-framework--2](http://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 April 2021, we received concerns that the provider was not meeting some of these requirements.

On 4 May 2021, we carried out a regulatory visit. 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. The provider is still registered with Ofsted.

Actions needed by 18 May 2021:

- review practice for supervising children to ensure they are adequately supervised and their individual needs are met at all times, to minimise risks to their safety and wellbeing
- develop knowledge and understanding of requirements regarding suitable people and ensure that you provide Ofsted with all required information about persons living on the premises so that suitability checks can be completed
- develop knowledge and understanding of changes that must be notified to Ofsted and timescales when notifications must be made

- ensure accurate records of children's attendance are maintained at all times
- improve procedures for administering medicines and ensure written permission is gained from parents prior to any medication being administered and keep accurate records of administration of medication and ensure parents are informed
- ensure all required information about the child is recorded for each minded child
- improve systems to ensure all required records are accessible and available to parents, Ofsted and professionals who have the right to see them.

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.

The provider resigned before we completed our enquiries and before we were able to monitor the provider's response to the above actions.

The provider is no longer registered with Ofsted as a childminder.

## **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](#).