

Complaint about childcare provision

Ref: 509899/4776815

Date: 12 May 2021

Summary of outcome

Outcome Summary:

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 28 April 2021, we received concerns that this provider was not meeting some of these requirements. On 12 May 2021, we carried out an unannounced regulatory visit. Following this visit, we have issued actions for the provider to take. The provider will be able to give parents further information about this. The provider is still registered with Ofsted).

Actions needed by 11 June 2021:

ensure at least one person who has a current paediatric first aid (PFA) certificate is on the premises and available at all times when children are present, and accompanies children on outings, including collecting children from school

implement the safer recruitment policy effectively to check that practitioners, and any other person who is likely to have regular contact with children (including those living or working on the premises), are suitable

record information about staff qualifications and the identity checks and vetting processes that have been completed, including the criminal records check reference number, the date a check was obtained and details of who obtained it.

The provider has demonstrated that they have taken suitable measures to address the actions given.

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](#).