

Complaint about childcare provision

Ref: EY538401/4787949

Date: 11 June 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 13 and 21 May 2021, we received concerns that the provider was not meeting some of these requirements.

On 8 June 2021, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. 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 17 June 2021:

3.9 Suitable people implement systems to ensure that any other person, such as the nominated individual, is suitable nominated and understands their roles and responsibilities

3.77 Changes that must be notified to Ofsted implement systems to notify Ofsted of any changes to the nominated individual, and when changes are made to the premises that may affect the space available to children and the quality of childcare available to them

3.69 Information and records ensure records are easily accessible and available, this relates in particular to health and safety information relating to additional outbuildings and forest school facilities added to the premises

3.54 Safety and suitability of premises, environment and equipment, Safety ensure that the premises, including overall floor space and outdoor spaces, are fit for purpose and suitable for the age of children cared for and comply with requirements of health and safety legislation (including fire safety and hygiene requirements).

We will monitor the provider's response to ensure the actions are successfully completed.

24 June 2021 We found that the provider had improved their knowledge and understanding of

Suitable people; the provider now ensures that committee members complete all necessary checks in a timely manner.

Changes that must be notified to Ofsted; the provider has reviewed and updated the process for notifying Ofsted of a change of nominated person. In addition, they have processes in place so that if changes are made to the premises that may affect the space available to children and the quality of childcare available to them, Ofsted is notified.

Information and records; the provider has ensured that records are easily accessible and available, in particular, those relating to health and safety information.

Safety and suitability of premises, environment and equipment, Safety; the provider has ensured that their premises, including overall floor space and outdoor spaces, are fit for purpose and suitable for the age of children cared for and comply with requirements of health and safety legislation (including fire safety and hygiene requirements). The provider fully understands their responsibilities.

We are satisfied the provider has met the safeguarding and welfare actions raised. 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](#).