

Complaint about childcare provision

Ref: 2555085/4818974

Date: 2 July 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 23 June 2021 we received concerns that the provider was not meeting some of these requirements. On 23 June 2021 we carried out a regulatory telephone call and suspended the providers registration. We visited the provider on 30 June 2021 and found the provider was not meeting some of the requirements. We 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 6 July 2021:

ensure all staff are competent in how to assess an emergency and respond appropriately in the event of a serious accident to a child.

ensure that all required information for each child in your care is recorded, with specific reference to their full address.

ensure that risk assessments clearly identify all aspects of the environment that need to be checked on a daily basis, when and by whom those aspects will be checked, and how the risk to children will be removed or minimised.

ensure that children are supervised at all times, that staff are deployed appropriately to meet the needs of all children and ensure their safety.

On 07 July 2021, we carried out an announced monitoring visit. We found the provider had taken appropriate steps to comply with the welfare requirements notice.

We lifted the suspension because the provider took appropriate action to deal with the matter that led to the suspension.

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](#).