

Complaint about childcare provision

Ref: 2608513/4813355

Date: 27 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 15 June 2021, we received concerns that the provider was not meeting some of these requirements.

On 1 July 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.

Actions needed by 19 July 2021:

- improve the arrangements to ensure that staff with lead responsibility for safeguarding children provide support, advice and guidance to any other staff on an ongoing basis (Child protection)

- maintain an accurate daily record of the names of the children being cared for on the premises and their hours of attendance (Information about the provider)

- ensure that there are effective arrangements to notify Ofsted of any significant event which is likely to affect the suitability of the early years provider or any person who cares

for, or is in regular contact with, children on the premises to look after children (Changes that must be notified to Ofsted)

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

We have received written confirmation that the provider has taken appropriate action to ensure that all requirements are met.

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](#).