

Complaint about childcare provision

Ref: EY554336/4818932

Date: 7 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, which you can find at 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 13 May 2021, we received concerns that the provider was not meeting some of these requirements.

On 30 June 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.

Actions needed by 22 July 2021:

implement an effective system for checking that prospective practitioners and any other person who is likely to have regular contact with children are suitable

take all reasonable steps to ensure that staff and children are not exposed to risks and demonstrate how you manage risks with particular reference to any information which is likely to affect the suitability of any person who is in regular contact with children.

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

On 22 July 2021, we carried out a regulatory visit. The focus of the visit was to check that the provider had met the safeguarding and welfare actions set at the last visit. We found that the provider had met all of the actions. Recruitment procedures have improved and prospective employees, apprentices and volunteers have their suitability checked before starting work. The provider has revised the procedure for risk assessment to ensure all known risks are considered and measures put in place to ensure the safety of children and staff.

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](#).