

## **Complaint about childcare provision**

Ref: 2635118/4820479

Date: 11 August 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](http://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 24 June 2021, we received concerns that the provider was not meeting some of these requirements. On 27 July 2021, we carried out an inspection and found that 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 17 August 2021:

- ensure that there is at least one person present who has an appropriate first aid qualification
- ensure that there are effective systems in place to show that any person caring for, or in regular contact with, children and any person who lives or works on the premises where childcare is provided (including on a voluntary basis) is suitable to work with children. This must include obtaining an enhanced Disclosure and Barring Service check
- ensure that there is at least one person who has completed a minimum of level 2 childcare qualification or training in the common core skills
- ensure that the childcare is accessible and inclusive by not refusing to provide childcare

or treat any child less favourably than another child by reason of the child's disability and/or special educational needs.

On 9 August 2021 we carried out a regulatory telephone call to ensure the actions have been successfully completed. We found that the provider had organised common core skills and paediatric first aid training for staff and several staff had completed these training courses. The provider improved their systems to record the suitability of all staff. Additionally, the provider had reviewed their procedures to ensure that their childcare is accessible and inclusive. We are satisfied the provider has met the 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](#).