

## **Complaint about childcare provision**

Ref: EY472252/4854065

Date: 8 September 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 29 July 2021 we received concerns that the provider was not meeting some of these requirements.

On 5 August and 18 August 2021 we carried out regulatory visits. 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 10 September 2021:

- maintain a written record of accidents and injuries, and first-aid treatment administered
- ensure that robust risk assessments are in place and understood by parents, with particular regard to the dogs present in the home where childminding takes place
- ensure that sufficient information is maintained to ensure that the needs of all children are identified and met
- maintain a daily record of the names of the children being cared for on the premises and their hours of attendance.

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

We found that the provider has taken appropriate action to maintain required documentation and information. They have also improved the arrangements for assessing potential risks to children.

We are satisfied the provider has met the safeguarding and welfare actions raised.

On 20 August 2021 we received further concerns that the provider was not meeting some of

these requirements. We suspended the provider's registration because we believed children may be at risk of harm. Suspension allows time for the provider to take steps to reduce or eliminate the risk of harm to children.

On 20 September 2021 we lifted the suspension as the provider resigned their registration.

The provider is no longer 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](#).