

## **Complaint about childcare provision**

Ref: EY363515/4786954

Date: 23 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 13 May 2021, we received concerns that the provider was not meeting some of these requirements.

On 17 May 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. This is a legal notice that requires the provider to take the actions below within the timescales set out.

Actions needed by 18 May 2021:

obtain an enhanced criminal records check in respect of every person aged 16 and over who work directly with children

ensure that you keep a record of any occasion where physical intervention is used

A suitable response to the actions was received.

On 12 August 2021, we received concerns that the provider was not meeting some of these requirements.

On 12 August 2021 we carried out a regulatory telephone call and on 19 August 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. The provider is still registered with Ofsted.

Actions needed by 24 August 2021

- ensure that the premises are secure and that children are not able to leave unsupervised.

A suitable response to the actions were received.

## **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](#).