

## **Complaint about childcare provision**

Ref: EY486236/4560034

Date: 3 September 2020

### **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 17 August 2020, we received concerns that the provider was not meeting some of these requirements.

On 01 September 2020, we carried out a regulatory visit. We found the provider had failed to meet some of these requirements in relation to meeting the needs of children who have allergies and/or dietary requirements. However, the provider had taken appropriate action to rectify this.

Additionally, during the visit, we found new areas of concern. This means that the provider was not meeting other requirements as set out in the Statutory framework for the early years foundation stage.

In relation to the new areas of concern, we have issued a notice to improve.

Action needed by 15 September 2020:

- ensure records and information regarding employee suitability checks are kept on site, easily accessible and available to effectively demonstrate the suitability of all adults working with children.

The Provider has since confirmed that the action set has been met

The provider will be able to give parents further information about this. 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 for five years commencing on the date we complete our investigation.

For further information about the complaints process please view the [Concerns and complaints about childminders and childcare providers leaflet](#).