

Complaint about childcare provision

Ref: EY558599/4513214

Date: 11 September 2020

Summary of outcome

'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 20 May 2020 we received concerns that this provider was not meeting some of these requirements. We visited the provider on 7 September 2020. We also considered the action they had taken to address previous concerns that we had received in September 2019, which we informed the provider about in writing. We are satisfied with the action that the provider has taken with respect to the earlier concerns. Following our visit, we have issued a notice of action to improve. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.'

Actions needed

demonstrate how you will take all reasonable steps to ensure staff and children in your care are not exposed to risks. This is in relation to ensuring your own COVID-19 risk assessment is implemented fully and that unnecessary risks are not taken regarding contact with people who do not need to be at the setting by 18 September 2020

ensure that all drivers of vehicles, in which children are transported, are adequately insured by 18 September 2020.

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](#).