

Complaint about childcare provision

Ref: EY362226/4566996

Date: 5 October 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 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 1 September 2020 we received concerns that this provider was not meeting some of these requirements. We sent the provider a letter which asks the provider to take action. The provider will be able to give parents further information about this.

Actions needed by 9 October 2020:

ensure that at least half of all staff working with children under the age of two years have undertaken the required training

ensure that there is a level 3 qualified member of staff working with children under the age of two years at all times

ensure that there is a named deputy manager in post

ensure that recruitment procedures of staff are rigorous, specifically that references and DBS checks are in place for all staff

ensure that children are not given foods to which they have a known allergy, and that parents dietary preferences for their children are acted on

ensure that any documentation is made available to Ofsted on request

ensure that the settings own identified measures to prevent the spread of infection are implemented.

We found that the provider has now redeployed staff to ensure that qualification requirements are met at all times. The provider has recruited a deputy manager. They have addressed the gaps in recruitment documentation. Arrangements relating to staff knowledge and understanding of allergies has been swiftly resolved. Required documentation has been provided to Ofsted. Lastly the provider has ensured that the setting's own hygiene procedures have been reiterated to staff, and are now being consistently followed.

We are satisfied with the steps taken by the provider to resolve these actions. 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](#).