

Complaint about childcare provision

Ref: EY552324/4596853

Date: 14 December 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 9 October 2020, we received concerns that the provider was not meeting some of these requirements.

On 27 October 2020, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have served a welfare requirements notice. This is a legal notice that requires the provider to take the actions below within the timescales set out. The provider will be able to give parents further information about this.

Actions needed by 6 November 2020:

- ensure all relevant documentation is easily accessible and available for inspection
- maintain an accurate record of children's hours of attendance
- implement robust systems to ensure adults whose suitability has not been checked do not have unsupervised contact with children.

On 9 November 2020, we carried out a compliance monitoring visit. We found that the provider had met two of the actions set within the welfare requirements notice. The provider had all relevant documentation on site. We also found that all staff completing school runs had been suitability checked.

We found that the provider had not met the action set regarding attendance registers as the provider had not maintained accurate records of children's attendance. We have served another welfare requirements notice. The provider will be able to give parents further information about this.

Action needed by 23 November 2020:

- implement and maintain an accurate record of children's attendance

On 24 November 2020, we carried out a compliance monitoring visit. We found that the provider had not met the action set regarding attendance registers. The provider had not ensured that the register of children's attendance was maintained correctly. We have served another welfare requirements notice. The provider will be able to give parents further information about this.

Action needed by 7 December 2020:

- implement and maintain an accurate record of children's attendance.

On 9 December 2020, we carried out a compliance monitoring visit. We found that the provider had implemented an appropriate procedure for recording children's hours of attendance and the records were accurate. We are satisfied the provider has met the safeguarding and welfare action raised. 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](#).