

Complaint about childcare provision

Ref: 2530451/4594976

Date: 19 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](#). If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 7 October 2020, we received concerns that the provider was not meeting some of these requirements.

On 13 October 2020, 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.

Action needed by 23 October 2020:

- implement robust systems so that all staff receive induction training to help them understand their roles and responsibilities
- ensure people whose suitability has not been checked do not have unsupervised contact with children
- ensure all reasonable steps are taken to ensure children are not exposed to risks, this is with particular reference to the number of children using the trampoline

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](#).

