

Complaint about childcare provision

Ref: EY481989/4587962

Date: 21 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 year's foundation stage', which you can find at <https://www.gov.uk/government/publications/early-years-foundation-stage-framework> If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 24 September 2020, the provider notified us of a significant event. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage.

On 5 October 2020, we carried out a regulatory telephone call to discuss the notification. We found the provider was meeting the statutory requirements in relation to the notification. Additionally, we discussed previous concerns and found that the provider had taken action to meet the statutory requirements. Staff had undertaken further training in relation to behaviour management, safeguarding and supervision of children. Risk assessments had been improved and shared with staff to ensure that risks are minimised and that appropriate adult to child ratios are met during outings.

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 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](#).

