

Complaint about childcare provision

Ref: EY441323/4605237

Date: 22 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, which you can find at 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 19 October 2020 we received concerns that the provider was not meeting some of these requirements.

On 20 October 2020, we carried out a regulatory telephone call. We found that the provider was not meeting some of the requirements. We have issued the provider with a notice to improve. 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:

- take all necessary steps to minimise the spread of infection to promote the good health of children.

We will monitor the provider's response to ensure that action is successfully completed.

The provider responded to our notice to improve by 23 October 2020. We found that the provider had taken appropriate action.

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](#).