

Complaint about childcare provision

Ref: EY541574/4630038

Date: 20 November 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--2.

If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right. On 11 November 2020, we received concerns that the provider was not meeting some of these requirements.

On 19 November 2020 we carried out an unannounced visit. We found the provider was not meeting some of the requirements. We issued four 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. The action needed by 4 December 2020:

improve risk assessments to ensure that potential hazards to children's health and safety are quickly identified and minimised

promote the good health of children by ensuring the equipment and resources are clean and well maintained

ensure the daily record of children being cared for on the premises is clearly maintained and includes the names of staff working with them

review and improve the organisation and presentation of activities and equipment to meet the needs of children and promote all aspects of their learning.

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](#).