

Complaint about childcare provision

Ref: EY446956/4688263

Date: 26 January 2021

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._

<https://www.gov.uk/government/publications/early-years-foundation-stage-framework--2>.

On 15 January 2021, we received concerns that the provider was not meeting some of these requirements. On Monday 18 January 2021, we carried out a regulatory visit. We followed this up with a regulatory telephone call on Tuesday 19 January 2021. We found the provider was not meeting some of the requirements. We served a welfare requirements notice. This is a legal notice that required the provider to take the actions below within the timescales set out.

Actions needed by 5 February 2021:

- ensure that staffing arrangements take into account the age and stage of development of the children attending so that the individual needs of all children are met
- ensure that children are provided with sufficient snacks aside of the meals provided during the day
- improve staff knowledge and understanding of how to manage children's behaviour in a consistent and appropriate way, that is specific to children's individual needs
- take immediate action to ensure the safety of all children and identify, and remove or

minimise all risks and hazards to children's health

- take effective steps to ensure that all areas of the premises and equipment are fit for purpose, and suitable for the age of children cared for, including children under the age of two.

We also issued a notice of action to improve which asked the provider to take the action below within the timescale set out.

Action needed by 28 February 2021:

- improve the intent and implementation of the curriculum so that children are consistently engaged in purposeful play and learning experiences which meets their individual needs.

On Tuesday 9 February 2021, we carried out a monitoring visit to check what steps the provider had taken to comply with the notices. We were satisfied that the provider had taken appropriate steps to meet the requirements. The environment was found to be organised to meet the needs of the children attending and support their learning. The provider has taken steps to make sure that any hazards were removed or minimised and that this is done on an ongoing basis. There is now a separate area for children under the age of two years old with resources to meet their needs and support their development. The provider was able to demonstrate steps they have taken to make sure that all staff support children's behaviour in a clear and consistent way. Children are now being provided with sufficient snacks during the day. 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](#).