Complaint about childcare provision

Ref: EY538728/4717849

Date: 16 February 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', which you can find at Statutory framework for the early years foundation stage. If we find that a provider is not meeting the requirements, we take action to ensure they put matters right.

On 11 February 2021, we received concerns that the provider was not meeting some of these requirements.

On 15 February 2021, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have served a welfare requirements notice. This is a legal notice that requires the provider to take the actions below within the timescales set out. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed by 8 March 2021:

ensure that you are able to meet the individual needs of all children when exemptions are made to the usual ratio requirement

take all reasonable steps to ensure children in your care are not exposed to risks and demonstrate how you are managing risks.

We monitored the provider and found they had taken appropriate action to meet the requirements. The provider remains 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.