

Complaint about childcare provision

Ref: EY266819/4762962

Date: 28 April 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 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 7 April 2021, we received concerns that the provider was not meeting some of these requirements.

On 16 April 2021 and 23 April 2021, we carried out regulatory telephone calls. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take. The provider is still registered with Ofsted.

Actions needed by 7 May 2021:

- ensure behaviour is managed appropriately and consistently according to children's age and stage of development, to help them share and play alongside others
- address any identified learning and development needs efficiently and promptly in partnership with parents and relevant agencies.

We will monitor the provider's response to ensure the actions are successfully completed.

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](#).