

Complaint about childcare provision

Ref: 507921/4726885

Date: 4 May 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 23 February 2021, we received concerns that the provider was not meeting some of these requirements. On 24 March 2021, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements. We issued the provider with a notice to improve. This 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 remains registered with Ofsted.

Actions needed by 21 April 2021

- ensure risk assessments are effective and understood by staff in particular regard when children are playing outside
- develop knowledge of information that you need to share with Ofsted.

On 21 April 2021 we received an action response letter. We found that the Notice to Improve had been met appropriately.

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](#).