

Complaint about childcare provision

Ref: EY550271/4787394

Date: 18 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 year's providers must meet the legal requirements in the <https://www.gov.uk/government/publications/early-years-foundation-stage-framework>. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 22 February 2021 and 13 April 2021, we received concerns that the provider was not meeting some of these requirements.

On 19 May 2021, we carried out a regulatory visit. We found the provider was not meeting some of the requirements and had taken action to put this right. The provider has provided additional training to ensure safe supervision of children at all times. Managers and room leaders have put in place routine safety discussions at staff meetings. These discussions have increased staff's safety awareness when taking children from one area of the nursery to another.

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.