

Complaint about childcare provision

Ref: EY486437/4773314

Date: 10 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](#). If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 23 April 2021, we received concerns that the provider was not meeting some of these requirements.

On 10 May 2021, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take 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 14 May 2021:

- improve the risk assessment so that it identifies all risks to children and how these will be minimised or removed, particularly in relation to the stored equipment, stacked chairs and stinging nettles in the garden
- ensure meals provided to the children are healthy, nutritious and balanced and do not consist of too many processed foods or refined sugars.

We are satisfied with the action the provider has taken.

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](#).