

Complaint about childcare provision

Ref: EY451724/4759991

Date: 26 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 6 April 2021, we received additional historical information that the provider was not meeting some of these requirements. On 23 April 2021, we conducted a regulatory telephone call with the provider. We found that the provider had failed to notify Ofsted of a significant event, which is a requirement of their registration. We also found that the provider was not meeting other requirements and had taken action to put this right. The provider now ensures that staff have a thorough understanding of how to effectively supervise children and keep them safe, including when on outings. The provider also ensures there is appropriately qualified staff present at all times.

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](#).