

Complaint about childcare provision

Ref: EY542619/4780549

Date: 14 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 4 May and the 7 May 2021, we received concerns that the provider was not meeting some of these requirements. On 12 May 2021, we carried out a regulatory visit. We found the provider was not meeting some of the requirements.

We have served a welfare requirements notice. This is a legal notice that requires the provider to take the action below within the timescale set out. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed by 26 May 2021:

¿ ensure that the correct staff to child ratios are met at all times to meet children's needs and keep them safe in the nursery

We have issued a notice to improve for the provider to take.

Actions needed by 26 May 2021:

¿ ensure that assessments of children's development are kept up to date so that staff can accurately plan what the next step will be in children's learning and development.

On 25 May 2021, the provider responded to the actions set. On 27 May 2021, we carried out a regulatory visit. We found that the provider had improved the staffing levels in the nursery. This means that they now meet the staff to child ratios that are needed. We found that staff have completed assessments for children's development and that planning now reflects the next steps for children's learning.

We are satisfied the provider has met the safeguarding and welfare action and the learning and development action that was raised. 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](#).