

Complaint about childcare provision

Ref: EY468849/4785260

Date: 20 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 11 May 2021, we received a concern that this provider was not meeting some of the requirements. On 18 May 2021, we carried out an unannounced visit. During the visit we identified a breach in the requirements. We issued the provider with a notice to improve. The provider will be able to give parents further information about this.

Action needed

improve induction procedures to ensure that all staff specifically those with a leadership role understand and are confident to carry out their roles and responsibilities by 1 June 2021.

We are satisfied with the action taken by the provider. 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](#).