

Complaint about childcare provision

Ref: EY539487/4780566

Date: 13 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 5 May 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. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed by 31 May 2021

- ensure that all parents are informed about the range and type of activities and experiences provided for children
- ensure that all staff have a clear understanding of their roles and responsibilities and follow the nursery's policies and procedures
- improve the effectiveness of supervision arrangements for staff so that all staff have opportunities to discuss any issues, particularly concerning children's development or well-being; and to receive coaching to improve their personal effectiveness.

We will monitor the provider's response to ensure the actions are successfully completed.

On 27 May 2021, the provider responded to the actions set. We found that the provider has implemented appropriate measures to inform parents about the range and type of experiences provided for children; to ensure that all staff understand their roles and responsibilities and to improve the supervision arrangements for staff.

We are satisfied the provider has met the safeguarding and welfare actions 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](#).