

## **Complaint about childcare provision**

Ref: EY496881/4796948

Date: 6 July 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.

<https://www.gov.uk/government/publications/early-years-foundation-stage-framework--2>.

On 25 and 30 May 2021, we received concerns that the provider was not meeting some of these requirements. On Tuesday 8 June 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 actions below within the timescales set out.

Actions needed by 25 June 2021:

- Ensure that information from parents and carers relating to children's dietary needs is always acted upon.
- Ensure that staff are deployed effectively to meet the care and learning needs of all children and that the ratio and qualification requirements apply to staff working directly with the children.

On 28 June 2021 we conducted an unannounced monitoring visit to the premises and were satisfied that the provider had taken appropriate steps to meet the requirements. The provider will be able to give parents further information about this. 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](#).