

## **Complaint about childcare provision**

Ref: EY460109/4836419

Date: 22 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, which you can find at [www.gov.uk/government/publications/early-years-foundation-stage-framework--](http://www.gov.uk/government/publications/early-years-foundation-stage-framework--). If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 12 July 2021, we received concerns that the provider was not meeting some of these requirements.

On 21 July 2021, we carried out an unannounced regulatory visit. We found the provider was not meeting some of the requirements. We have issued a notice to improve with the action the provider needs to take by 27 August 21. The provider will be able to give parents further information about this.

- ensure staff are supported to develop the skills and knowledge they need to manage children's behaviour consistently and appropriately in relation to their age and stage of development, with particular regard to meal time
- ensure parents are provided with information that is relevant to their children, particularly around behaviour management strategies used in the nursery and food that is consumed.

On 18 August 2021, the provider responded to the actions set. We found that the provider has supported staff to develop their understanding of managing behaviour appropriately and

procedures have been developed to ensure information is successfully shared with parents. We are satisfied the provider has met the 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](#).