

Complaint about childcare provision

Ref: EY409512/4787153

Date: 11 June 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 concerns that the provider was not meeting some of these requirements.

On 10 June 2021 we carried out an unannounced visit. We found the provider was not meeting some of the requirements. We issued four 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. The action needed by 25 June 2021:

ensure staff have a secure understanding of all possible signs of abuse and neglect and the procedures to follow in the event of a child protection concern

ensure staff have a secure knowledge of the action to be taken in the event of an allegation being made against a member of staff

review and improve the organisation and presentation of indoor and outdoor activities and equipment to meet the needs of children and promote all aspects of their learning

ensure staff are supported to provide all children with quality learning and development experiences to enable children to build on what they already know and can do.

We are satisfied with the action taken by the provider to meet the requirements.

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](#).