

Complaint about childcare provision

Ref: EY546356/4835377

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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 9 July 2021, we received concerns that the provider was not meeting some of these requirements.

On 20 July 2021, we carried out a regulatory telephone regulatory visit. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take that requires the provider to take the actions below within the timescales set out. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed by 27 August 2021 include bullet points below

Ensure that staff looking after children are known to Ofsted and deemed suitable before they have unsupervised contact with children being cared for

Put arrangements in place for the supervision of staff, support, coach and train staff, foster teamwork and ensure continuous teamwork

ensure sleeping children are checked frequently and the environment is well ventilated and kept at an appropriate temperature

ensure staffing arrangements meet the needs of the children and ensure their safety

ensure the individual need of children are considered and plan challenging experiences in the relevant areas of learning and support their progress.

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