

Complaint about childcare provision

Ref: EY307283/5219980

Date: 26 August 2022

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 29 July 2022, we received concerns that the provider was not meeting some of these requirements. The provider also notified us that an incident had occurred in the nursery relating to access to the bathroom and supervision of children. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of significant events.

On 18 August 2022, 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 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 26 September 2022:

ensure that children are provided with access to fresh air and outdoor play daily in a safe space

improve key person arrangements so that the transition processes for children settling or moving rooms are not adversely affected by staff absence

improve the curriculum and ensure staff provide activities and experiences that are securely based on children's age, stage and abilities to extend and build on what they know and can do

ensure staff have more awareness to children who are new to them during play to help them become familiar with the environment and ignite their interest in the play activities available

make better use of the programme for staff supervision and professional development to

provide staff more support to improve the quality of their interactions with children

enhance parent partnership and share more consistent two-way information with all parents about children's time at nursery, particularly when they are new to the setting.

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](#).