

Complaint about childcare provision

Ref: 2619037/4767889

Date: 12 July 2021

Summary of outcome

Outcome summary:

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 year's foundation stage', which you can find at <https://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 30th June 2021, we received concerns that this provider was not meeting some of these requirements.

On the 7th July 2021, we visited the provider and have served a notice to improve that asks 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 to be met by the 2nd August 2021.

EYFS 3.23 ensure there is a named deputy who, in the providers judgement, is capable and qualified to take charge in the manager's absence.

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](#).