

## **Complaint about childcare provision**

Ref: EY411750/4708733

Date: 11 February 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 2 and 9 February 2021, we received concerns that the provider was not meeting some of these requirements.

On 9 February 2021, 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

The provider will be able to give parents further information about this.

Actions needed by 22 February 2021:

- improve deployment of staff to ensure that children are always within sight or hearing distance of an adult
- ensure all staff have sufficient understanding of the safeguarding and welfare requirements to ensure children's safety and welfare. This particularly relates to their understanding of the adequate supervision of children.

On 19 February the provider updated Ofsted in relation to the actions. The information provided demonstrates that the provider has improved their knowledge and understanding of child protection procedures and now fully understands their responsibilities in relation to the effective deployment of staff and supervision of children.

We are satisfied the provider has met the safeguarding and welfare 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](#).