

## **Complaint about childcare provision**

Ref: EY451926/4766376

Date: 24 May 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. The provider will be able to give parents further information about this.

On 14 April 2021, we received concerns that this provider was not meeting some of these requirements during the operation of the play scheme. On 16 April 2021, we carried out a regulatory call. We found the provider was not meeting some of the requirements and took action to put this right.

The provider reviewed systems to make sure staff supervision is regularly carried out; putting training and support in place, to ensure staff understand their roles and responsibilities; improved deployment of staff to make sure children are safely supervised; updated risk assessments and reviewed how staff communicate with parents, include in the event their children sustain any accidental injuries.

The provider will be able to give parents further information about this. 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](#).

