

## **Complaint about childcare provision**

Ref: EY452944/4779335

Date: 12 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.

On 1 May 2021, we received information of concern that the provider was not meeting some of these requirements.

On 4 May 2021, we carried out a regulatory telephone call. We found the provider was not meeting one of the requirements. We issued actions for the provider to take. The provider will be able to give parents further information about this.

Actions needed by 27 May 2021:

ensure that children are adequately supervised at all times to promote their safety and to meet their needs, with specific regards to staff breaks and when they are engaged in other duties.

On 25 May 2021 the provider informed us of the action taken to meet the above requirement. We found that the provider has reviewed and improved staffing arrangements to ensure children are supervised effectively. We are satisfied the provider has met the safeguarding and welfare action 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](#).

