

## **Complaint about childcare provision**

Ref: EY472619/4770633

Date: 16 July 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, which you can find at [www.gov.uk/government/publications/early-years-foundation-stage-framework--2](http://www.gov.uk/government/publications/early-years-foundation-stage-framework--2).

If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 20 April and on 25 June 2021, the provider notified us about significant events affecting the well-being of children. Both incidents resulted in emergency health services being called. These notifications mean that the provider met their legal responsibilities as set out in the Statutory framework for the early years foundation stage to notify Ofsted of significant events affecting the welfare and well-being of children.

On 30 June and 13 July 2021, we carried out regulatory telephone calls to the provider. We found the provider was not meeting some of the requirements and had taken action to put this right. The provider had improved risk assessments for children's activities. Staff deployment was also reviewed to make sure children are appropriately supervised.

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.