

## **Complaint about childcare provision**

Ref: EY458963/4834069

Date: 15 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](#). If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 8 July 2021, we received concerns that the provider was not meeting some of these requirements.

On 14 July 2021, we carried out a regulatory visit and found that the provider was not meeting some of the requirements. This included failure to notify Ofsted of an injury to a child while in their care, and of the action taken, which is a requirement of registration. We have issued actions for the provider to take. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed by 30 July 2021:

- deploy staff to ensure children's needs are met and they are appropriately supervised
- take all reasonable steps to ensure children are not exposed to risks and demonstrate how risks are managed.

We will monitor the provider's response to ensure the actions are successfully completed.

The provider has taken appropriate steps to address the above actions within the set

timescale. The provider remains suitable for registration.

### **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](#).