

Complaint about childcare provision

Ref: EY343114/4586375

Date: 14 October 2020

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 9 September 2020, the provider notified us of a serious incident. The notification means that the provider met their legal responsibility as set out in the early years foundation stage welfare requirements to notify Ofsted of a significant event.

On 29 September 2020, we carried out an unannounced regulatory visit. We found the provider had taken immediate action to minimise identified hazards in the outdoor area. The provider had also reviewed risk assessments and health and safety procedures and was in the process of carrying out an investigation into the incident. On the 27 October 2020 we carried out a further unannounced visit to the setting. We found the provider had concluded their investigation into the incident and improved the safety arrangements for outdoor play.

We are satisfied with the action taken by the provider.

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](#).