

Complaint about childcare provision

Ref: EY498185/4599087

Date: 19 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 12 October 2020, we received concerns that the provider was not meeting some of these requirements. On 15 October 2020 we carried out a regulatory visit. We found the provider was not meeting some of the requirements. 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 20 October 2020:

keep an accurate record of accidents or injuries sustained by children, to include precise detailing of how the accident happened and the time it happened

Actions needed by 31 December 2020:

ensure that the garden is fit for purpose and suitable for the children attending, with particular regard to the cleanliness of it, the safety of children when a large number of them are using the garden, and the resources available to children.

UPDATE

We found that the provider had improved their knowledge and understanding of the importance of keeping an accurate record of accidents or injuries sustained by children. This has been shared with staff to ensure that they understand their responsibilities. The provider has put in place an action plan to improve children's play and learning experiences outdoors.

We are satisfied the provider has met the safeguarding and welfare actions 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](#).