

## **Complaint about childcare provision**

Ref: EY256122/4595697

Date: 27 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 2 October 2020, we received concerns that the provider was not meeting some of these requirements.

On 22 October 2020, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have served a welfare requirements notice. This is a legal notice that requires the provider to take the actions below within the timescales set out. The provider will be able to give parents further information about this. We also found that the provider had failed to notify Ofsted of two significant event, which is a requirement of their registration. The provider is still registered with Ofsted.

Actions needed by 4 November 2020:

ensure you take all reasonable steps to ensure children in your care are not exposed to risks and demonstrate how you are managing risks to keep children safe

keep a written record of all accident and injuries and first aid treatment to children

maintain records to ensure the safe and efficient management of the setting and to help ensure the needs of all children are met and enable a regular two-way flow of information sharing with parents and/or carers, with regard to accident/injury records and managing children's behaviour

take all reasonable steps to prevent unauthorised persons entering the premises to keep children safe from harm

ensure all staff have appropriate training, skills and knowledge to understand their role and responsibilities and support them to manage children's behaviour effectively and provide good quality experiences for all children.

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

We found that the provider has taken all reasonable steps to ensure children are not exposed to risks and to prevent unauthorised persons entering the premises and children leaving unsupervised. There are improved recording procedures for all accident and injuries to children and first aid treatment. The provider has implemented improved procedures to maintain records and to manage children's behaviour. Staff have completed behaviour management training and are working with other agencies to fully understand their responsibilities.

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](#).