

Complaint about childcare provision

Ref: EY539501/4595276

Date: 6 November 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', which you can find at 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 7 October 2020 we received concerns the provider was not meeting some of these requirements. On 8 October 2020, the provider notified us of an incident resulting in a serious injury to a child. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage welfare requirements to notify Ofsted of a significant event that is likely to affect the suitability of the early year provider.

On 12 October 2020, we carried out a regulatory visit. We found the provider was not meeting some of the requirements and had already taken action to put this right. The provider accepts that the incident could have been prevented.

Following an internal investigation by the provider, an item of equipment that was not fit for purpose has been removed from use. Risk assessments have been reviewed and updated to ensure they are effective. Staffing arrangements have been improved to ensure that children's needs can be met at all times and the deployment of staff ensures children's safety both inside and outside. Ratios of adults to children, specifically in the baby room, have been improved to meet legal requirements and ensure appropriate supervision of children.

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](#).