

Complaint about childcare provision

Ref: EY536257/4609073

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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 25 September 2020, we received concerns that the provider was not meeting some of these requirements. On 8 October 2020, we carried out a regulatory telephone call and 28 October an onsite 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 11 November 2020:

- ensure that all staff have an appropriate knowledge of how to effectively risk assess to keep children safe

keep a comprehensive written record of all accidents or injuries and first aid treatment provided

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

We found that the provider had improved staff's understanding of how to effectively risk assess. Each 'bubble' group now completes their own risk assessment over and above the morning site risk assessment. After the visit all staff were reminded about completing the

accident records in full, and the site manager will check all accident forms daily and the regional manager will overview these on his site visits. Both risk assessment and completion of forms has been added to the pre-training programmes for when the holiday scheme reopens.

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](#).