

Complaint about childcare provision

Ref: EY395931/4633723

Date: 21 December 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 16 November 2020, we received concerns that this provider was not meeting some of these requirements. On 30 November 2020 we carried out a regulatory visit. We found the provider was not meeting some of these requirements. We have served a welfare requirement 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.

Action needed by 8 December 2020

- ensure staff follow local safeguarding procedures with particular regard to being alert to any issues of concern in the child's life at home or elsewhere

Action needed by 10 December 2020

- improve the recording of accidents and incidents to ensure records contain enough detail so that children are adequately safeguarded.

On 14 December 2020 we carried out a regulatory visit to monitor the action the provider had taken to address the actions. We found that the provider has provided all staff with updated safeguarding training. They have also implemented new safeguarding procedures and reviewed their accident and incident records to ensure that they capture enough information to safeguard children.

On 15 December 2020 we received a further concern that the provider was not meeting some of the requirements in relation to children's safety. Also, on 16 December 2020, the provider notified us that a child had an accident that did not require hospital treatment. 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 required matters. On 18 December 2020, we carried out a regulatory visit. We found that the provider was not meeting some of the requirements and had taken action to put this right. The provider had reviewed their risk assessments and made changes to the environment to improve children's safety. The provider will be able to give parents further information about this matter.

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](#).