

## **Complaint about childcare provision**

Ref: EY390372/4680533

Date: 13 January 2021

### **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 8 January 2021, we received concerns that the provider was not meeting some of these requirements. On 12 January 2021, the provider notified us of the same concern. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of concerns that could affect the suitability of any person who cares for children.

On 11 January 2021, we carried out a regulatory telephone call. 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.

Actions needed by 27 January 2021

- ensure that risk assessments are implemented for the safe and appropriate use of resources, in particular the use of large wooden bricks, that also take into consideration the manufacturer's guidance
- make sure staff are suitably deployed to ensure children are always supervised.

The provider reviewed the risk assessments and re-issued these to staff, they also implemented additional checks on resources to ensure they are safe for the ages of the children. Further team training has been implemented and senior staff are monitoring staff deployment through out the day. 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](#).