

Complaint about childcare provision

Ref: EY562512/4665820

Date: 7 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 17 December 2020, we received concerns that the provider was not meeting some of these requirements.

On 21 December, we carried out a regulatory telephone call. 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.

Actions needed by 1 January 2021:

ensure children are appropriately supervised, usually within your sight and hearing but always within sight or hearing at all times to ensure their safety and welfare

complete effective risk assessments for all outings and implement these consistently to keep children safe

ensure parents know and understand the daily routines of the setting, particularly when going on outings and how these experiences are managed to keep children safe.

On 4 January 2021, we carried out a regulatory telephone call. The focus of the call was to check whether the provider had met the actions set.

We found that the provider had met the actions set. Additionally, during the telephone call, we found new areas of concern. This means that the provider was not meeting other requirements as set out in the Statutory framework for the early years foundation stage. In relation to the new areas of concern, we have issued actions for the provider to take within the timescales set out. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed by 22 January 2021:

update the safeguarding policy to include the local safeguarding procedures that must be followed in the event of a concern about a child or if an allegation against you or a household member is made

take action to ensure you understand the safeguarding policy and procedures, particularly around allegations being made against you or household members.

On 28 January 2021, we reviewed the action the provider had taken. We found that the provider had met the actions set.

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](#).