

## **Complaint about childcare provision**

Ref: EY335188/4719241

Date: 23 February 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 12 February, we received concerns that the provider was not meeting some of these requirements.

On 18 February 2021, we carried out a regulatory visit. 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. The provider is still registered with Ofsted.

Actions needed by 26 February 2021:

- ensure that appropriate risk assessments are carried out so that children are not able to leave the premises unsupervised. This is with particular regard to the fencing adjacent to the 'play path'.

We will monitor the provider's response to ensure the action is successfully completed.

We found that the provider has replaced the fencing at the perimeter of the 'play path', where it meets the adjacent school playground. Children are not able to crawl under it or climb over and the provider has confirmed that she believes the fencing is now safe and secure.

We are satisfied the provider has met the safeguarding and welfare action 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](#).