

Complaint about childcare provision

Ref: EY496651/4742347

Date: 30 March 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 March 2021, we received concerns that the provider was not meeting some of these requirements.

On 26 March 2021 we carried out a regulatory 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.

Actions needed by 7 April 2021

- ensure that the daily record of the names of the children being cared for on the premises and their hours of attendance is an accurate record
- ensure that the risk assessment covers all aspects of safety to ensure children are not exposed to risks, in particular with regard to nails sticking out of a post in the garden and fencing not being secure.

The actions were monitored. The provider took suitable steps to ensure the garden is safe and that attendance records are accurate. We are satisfied that the provider has met the safeguarding 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.