

## **Complaint about childcare provision**

Ref: 2516402/4740400

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

On 11 March 2021, we carried out a regulatory telephone call. We found the provider had failed to notify Ofsted of a significant event. This is a requirement of their registration. In addition, we found the provider was not meeting requirements in relation to implementing effective risk assessments. We found that they had taken action to put this right. The provider will be able to give parents further information about this.

On 22 March 2021, we carried out an unannounced regulatory visit. We found the provider was not meeting minimum ratio requirements to ensure sufficient adults were working with children. The provider took action to address this breach during the visit.

On 25 March 2021, we carried out a further regulatory telephone call. We found the provider was not meeting requirements and have issued actions for the provider to take. The provider will be able to give parents further information about this.

Action needed by 13 April 2021

- improve knowledge of the Governments statutory guidance 'Working Together to Safeguard Children 2015' to ensure any concerns about children's safety or welfare are notified to the appropriate agency without delay
- improve the recording of accident records to ensure they contain accurate information when there are accidents or injuries to children at the setting
- ensure confidential information and records are held securely and only accessible and available to those who have a right or professional need to see them. Providers must be

aware of their responsibilities under the Data Protection Act (DPA) 1998.

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](#).