

Complaint about childcare provision

Ref: 223285/4740496

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 this provider was not meeting some of these requirements. On 23 March 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.

Actions needed by 12 April 2021:

ensure all staff receive effective induction training to ensure they fully understand their roles and responsibilities

ensure a written record is kept of any accident occurring to a child and of any first aid administered, and shared with parents

ensure staff only release children into the care of parents or carers who are known to them, or to persons whom parents give consent to collect their children

ensure risk assessments are robust and identify and minimise potential hazards, with particular regard to the external windows in the preschool building

take steps to prevent unauthorised persons entering the setting, with particular reference to the security of the windows in the preschool.

We are satisfied that the provider has taken the necessary steps to meet the actions raised. The provider has taken steps to ensure all staff are clear on the collection procedures to ensure children are only released into the care of known adults. All accidents are recorded and shared with parents. Risk assessments have been reviewed and locks have been fitted to windows in the preschool to ensure the opening of these is restricted and to prevent unknown persons gaining access to the provision. Induction training has been developed to be sure that staff are fully aware of their roles and responsibilities.

The provider remains 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](#).