

Complaint about childcare provision

Ref: EY550017/4754708

Date: 8 April 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', which you can find at www.gov.uk/government/publications/early-years-foundation-stage-framework. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 26 March 2021, we received concerns that the provider was not meeting some of these requirements.

On 30 March 2021 we carried out an unannounced visit to the setting. 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. The provider is still registered with Ofsted.

Actions needed by 21 April 2021

- review and improve risk assessments to ensure that children in your care are not exposed to risks, with particular regard to the garden and boundary gates
- improve staff deployment in the outdoor area to ensure children are directly supervised and within sight or hearing at all times
- review and improve the procedures for responding to significant incidents, to ensure any required action is responded to swiftly .

We found the provider has strengthened risk assessments to minimise hazards in the outdoor area. They have improved the procedure for incidents so they are responded to in a timely way. The provider has also improved staff deployment to ensure children are directly supervised at all times.

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](#).