

## **Complaint about childcare provision**

Ref: EY454082/4762252

Date: 22 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 8 April 2021, we received concerns that the provider was not meeting some of these requirements. On 22 April 2021, we carried out a regulatory telephone call. We found the provider was meeting requirements with regard to having first aid trained staff who were able to attend to children who have accidents. We also found the provider was not meeting some of the requirements and had taken action to put this right. The provider was not always keeping a written record for accidents they perceived as a 'tumble'. Some parents did not feel they were informed about accidents. The provider has made changes and all accidents, even if perceived as minor, are now being recorded at the time they happen. These written records are shared with parents who sign to indicate they have been informed.

The risk assessment for climbing equipment had identified the risks and mitigations but had not been correctly implemented. The provider has changed their staff deployment and changed rules around the number of children who can use the equipment at any one time, to comply with the risk assessment already in place.

There was also a breach in confidentiality. Staff have received refresher training about the provider's expectations around the confidentiality of information staff obtain as part of their work role. The provider will be able to give parents further information about this. We are satisfied with the action taken. 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](#).