

Complaint about childcare provision

Ref: EY272395/4718656

Date: 12 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 12 February 2021, we received concerns that the provider was not meeting some of these requirements.

On 10 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. The provider is still registered with Ofsted.

Actions needed by 8 April 2021:

- ensure you have a policy and procedures to safeguard children. These should be in line with the guidance and procedures of the relevant Local Safeguarding Children Partnership (LSCP). The safeguarding policy and procedures must include an explanation of the action to be taken when there are safeguarding concerns about a child
- ensure you implement safeguarding procedures when there are concerns about children's safety or welfare, by notifying agencies with statutory responsibilities without delay
- increase your knowledge and understanding of child abuse, for example, by attending a child protection training course so you are able to identify, understand and respond appropriately to signs of possible abuse and neglect. Take advice from your LSCP or local authority about appropriate training courses
- take all reasonable steps to ensure children in your care are not exposed to risks, in this instance regarding the concrete paving blocks in the rear garden and laundry fluids and tablets which are currently accessible to children.

We revisited the provider on 9 April 2021 and found that they have increased their

knowledge and understanding of child protection issues. They also now have an appropriate safeguarding policy and procedures in place and are aware of when to implement those. The provider has also enrolled to attend a safeguarding children training course in July.

The provider has ensured that concrete paving blocks and laundry fluids and tablets are not accessible to children. However, during the visit, we found a new area of concern as the garden wall now poses a hazard. In relation to the new concern, we have issued an action for the provider to take. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Action needed by 23 April 2021:

- improve your risk assessment procedure and be able to demonstrate how you are managing risks. Take all reasonable steps to ensure children are not exposed to risks in relation to the garden wall.

The provider responded with evidence to show that the garden wall had been rebuilt. They also stated that children are always supervised when playing in the garden. We are satisfied with the action taken by the provider.

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](#).