

## **Complaint about childcare provision**

Ref: EY444577/4756323

Date: 15 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--2](http://www.gov.uk/government/publications/early-years-foundation-stage-framework--2). If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 30 March 2021, we received concerns that the provider was not meeting some of these requirements.

On 12 April 2021, we carried out a regulatory visit. We found the provider had not met some of the requirements, because they had not adequately supervised children which resulted in a child having an accident. Staff had not followed the setting's own policy and procedures and had not appropriately informed the child's parents of the accident or kept suitable accident records. The provider identified these concerns and had taken action to put this right.

We also found the provider was not meeting some other requirements and have issued actions for the provider to take. The provider will be able to give parents further information about this.

Actions needed by 26 April 2021:

- take all reasonable steps to keep children safe at all times, particularly when using the soft play centre
- ensure that, where you have decided to complete written risk assessments to inform staff practice, these include full details of the hazards identified and the control measures in place to manage potential risks and keep children safe.

We found that the provider had put in place strategies to help keep children safe, particularly when using the soft play centre, and updated their risk assessments to reflect this. The provider had shared these updates with all staff. 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](#).