

Complaint about childcare provision

Ref: 2546928/4750818

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

On 29 March 2021, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take.

Actions needed by 12 April 2021:

- ensure staff deployment is effective to maintain the required staff to child ratios and ensure staff qualification requirements are met
- ensure all risks and hazards to children's safety are identified, removed or minimised; specifically, in the baby room, toddler room and outdoor areas and in connection with radiators
- maintain accurate and clear records to show which staff are caring for children at any particular time, to ensure their safety.

On 06 May 2021 we carried out a telephone regulatory visit. We found that the provider had improved the arrangements for staff deployment and were therefore maintaining the required staff to child ratios. The provider had also taken effective steps to ensure all risks and hazards to children's safety were identified, removed or minimised. Additionally, the provider is now maintaining accurate and clear records to show which staff are caring for children at any particular time.

On 29 April 2021, the provider notified us that there had been a serious incident at the setting involving an accident to a child. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted. The provider will be able to give parents further information about

this.

This notification was also discussed with the provider during the call on 06 May 2021 and it was found they had taken appropriate action to ensuring they were able to meet requirements. 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](#).