

Complaint about childcare provision

Ref: EY472340/4774522

Date: 13 May 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 26 April 2021, we received concerns that the provider was not meeting some of these requirements. On 5 May 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. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed by 21 May 2021:

- demonstrate how children are adequately supervised when using the front garden to prevent them from leaving unsupervised and to prevent unauthorised persons from entering it
- carry out a robust risk assessment for the use of the trampoline to demonstrate how risks to children are being managed
- ensure that there are suitable and hygienic changing facilities for children that offers them privacy when they are having their nappies changed.

We will monitor the provider's response to ensure the action/s are successfully completed.

We found that the provider has taken steps to keep children safe when using the front garden. The provider has carried out a risk assessment for the use of the trampoline, to ensure that it is used safely. The procedures for nappy changing have been improved to promote children's privacy.

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](#).