

## **Complaint about childcare provision**

Ref: EY459185/4751841

Date: 4 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 24 March and 6 April 2021, we received concerns that the provider was not meeting some of these requirements.

On 19 April 2021, we carried out an unannounced regulatory visit. We found the provider was not meeting some of the requirements. We also found that the provider had already taken action to improve systems for recording registration. We have issued actions for the provider to take. The provider will be able to give parents further information about this.

Actions needed by 10 May 2021:

- take all reasonable steps to ensure children's safety and security in the outdoor areas, and improve risk assessment to identify and address potential hazards
- demonstrate how the requirements for floor space are met and the how the premises organised to meet the needs of all children.

On 7 May 2021, the provider responded to the actions set. The provider told us that they had reviewed the use of the rooms available to provide childcare and ensured that the number of children cared for in each room is in line with legal requirements for space. They had also improved the organisation and safety of the outdoor play spaces to minimise children's access to potential hazards and to prevent unauthorised entry and exit from the grounds.

We were satisfied that the provider had 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](#).