

Complaint about childcare provision

Ref: EY388087/4785708

Date: 2 June 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 12 May 2021, we received concerns that the provider was not meeting some of these requirements.

On 20 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 7 June 2021:

- improve risk assessment so that all risks to children's safety are identified and action is taken to remove or minimise any risks and hazards in a timely manner
- implement an effective mobile phone and camera policy to ensure children's safety at all times
- provide support for all staff to undertake appropriate training and professional development opportunities to develop a clear understanding of their roles and responsibilities in order to promote the interests of children

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

On 3 June 2021, the provider responded to the actions set. 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](#).