

Complaint about childcare provision

Ref: EY226107/4811051

Date: 23 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 14 June 2021, we received concerns that the provider was not meeting some of these requirements. The concerns relate to an incident that occurred to a child while in the provider's care. The provider had failed to notify us of this significant event, which is a requirement of registration. On 14 June 2021 we contacted the provider and asked for details of their internal investigation into the incident. On 22 June 2021, we carried out a regulatory telephone call and we found the provider was not meeting some of the requirements and had taken action to put this right. They have removed the dome canopy to ensure another incident like this does not occur in the future. The provider has reviewed the risk assessment to consider the deployment of staff and has increased the level of direct supervision available to children especially at routine times of the day. Staff have completed training to make them more aware of the issues surrounding risky play. Staff meetings have been held to ensure staff have a better awareness of risks to children due to compromised deployment and ratios at peak times. The provider has taken appropriate action to ensure another incident like this does not occur in the future.

We found that the provider was not meeting an additional requirement and we have issued actions for the provider to take. The provider will be able to give parents further information about this.

Action needed by 6 July 2021:

ensure accident reporting procedures include steps to notify statutory agencies, including local child protection services, of any serious accident or injury to a child while in the care of the setting.

We found that the provider had improved their knowledge and understanding of the procedures for notifying statutory agencies, including local child protection services, of any serious accident or injury to a child while in the care of the setting. 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](#).