

Complaint about childcare provision

Ref: EY471760/4792298

Date: 24 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 year's foundation stage', which you can find at <https://www.gov.uk/government/publications/early-years-foundation-stage-framework> If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 19 May 2021, we received concerns that the provider was not meeting some of these requirements.

On 21 May 2021 and on 11 and 23 June 2021, we carried out regulatory telephone calls with the provider. The provider had failed to notify Ofsted of a significant event, which is a requirement of their registration. The provider gave a reasonable excuse as to why this was not shared with Ofsted.

We found the provider had to take action to meet requirements set by health and safety legislation. This was following a visit from environmental health. In addition, we found the provider was not meeting some of the requirements. We have issued actions for the provider to take. The actions below must be met within the timescales set out. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Action needed by 7 July 2021:

ensure children are kept safe while on outings. Providers must assess the risks or hazards which may arise for the children and must identify the steps to be taken to remove, minimise and manage those risks and hazards. The assessment must include consideration of adult to child ratios

ensure parents' concerns are fully investigated to fulfil the EYFS requirements and notify complainants of the outcome of the investigation within 28 days of having received the complaint. The record of complaints must be made available to Ofsted or the relevant childminder agency on request.

The provider has responded appropriately to the actions, which demonstrates they are now compliant with requirements.

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](#).