

## **Complaint about childcare provision**

Ref: EY495310/4838149

Date: 16 July 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 [Statutory framework for the early years foundation stage](#). If we find that a provider is not meeting the requirements, we take action to ensure they put matters right.

On the 13 July 2021, we received concerns about a serious incident at the setting and that therefore the provider was not meeting some of the requirements.

On the 14 July 2021, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements. We have served a welfare requirements notice. This is a legal notice that requires the provider to take the actions below within the timescales set out. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed by 10 September 2021

- implement and follow policies and procedures to keep children safe, in particular with regard to outings
  
- ensure there is a robust management system in place to mentor, coach and offer staff regular supervision to keep children safe
  
- ensure staff are deployed effectively, in particular when on outings, and children are within sight and hearing of staff at all times, so they are kept safe

- ensure children are adequately supervised to meet their needs and keep them safe, in particular when on outings
- implement a robust risk assessment process to identify and remove the risk of harm to children
- improve managers knowledge and understanding of the requirements in relation to notifications, particularly with regard to reporting significant events.

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

### **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](#).