

## **Complaint about childcare provision**

Ref: EY556184/4814219

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](#). If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 16 June 2021, we received a notification from the provider. In addition, we also received a concern on 17 June 2021. These were about an incident that had occurred. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of significant events.

On 22 June 2021, we carried out a regulatory visit. 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.

Actions needed by 16 July 2021:

- ensure that the risk assessments effectively identify and address potential hazards and risks to children, with particular regard to the security of the premises
- ensure staff are deployed effectively at all times to supervise children and that they consistently know children's whereabouts
- ensure children cannot leave the premises unsupervised to help keep them safe.

On the 19 July 2021 the actions were monitored through a telephone discussion and also documents sent by email, including photographs of changes to the premises and updated risk assessments. The provider has improved the security of the premises with additional fencing. Staff have received training about the updated risk assessments and how to implement these. New processes and arrangements have been put in place, which includes staff deployment and the supervision of children.

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](#).