

Complaint about childcare provision

Ref: EY291389/4858292

Date: 6 August 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 18 June 2021, we received concerns that the provider was not meeting some of these requirements. On 18 June 2021, the provider notified us that a gate to the baby room garden, that was being used for the arrival and collection of children in this room, was not securely bolted and a parent was able to open this. 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 any significant event which is likely to affect the suitability of the early years provider.

On 9 July 2021 we carried out regulatory telephone calls. On 30 July 2021 we carried out a regulatory visit. We found the provider was not meeting some of the requirements and had taken action to put this right. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

The provider took the gate out of use immediately after the incident occurred, in order to secure the baby room garden.

The provider took action to repair the gate in order to enable it to be closed securely, preventing any person from outside accessing the premises.

The provider reviewed and updated risk assessment procedure to ensure that staff know to alert management to any issues with the safety of the premises immediately.

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](#).