

Complaint about childcare provision

Ref: EY291389/4647979

Date: 9 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 27 November 2020 we received concerns that the provider was not meeting some of these requirements.

On 27 November 2020, we carried out an unannounced regulatory visit. We found the provider was not meeting some of the requirements. We 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 10 December 2020:

- deploy staff effectively to ensure that children are adequately supervised and their safety and well-being is assured at all times
- ensure that any notification to local child protection agencies of a serious accident or injury to any child while in your care is made without delay, and their advice is acted on
- implement effective risk assessment procedures to ensure that children are not exposed to risks
- provide support, coaching and training to ensure that staff have a full understanding of their roles and responsibilities in keeping children safe.

On 11 February 2021 we carried out a regulatory visit. The focus of the visit was to check whether the provider had met the safeguarding and welfare actions raised at their last visit. We found the provider had met some of the safeguarding and welfare actions but not others. For example, they had improved reporting procedures to ensure that local child protection agencies would now be informed of any serious accident or injury without delay and had trained all staff to fully understand their responsibilities to keep children safe. However, the room layout in the pre-school room did not enable staff to supervise children

effectively at all times.

On 11 March 2021 we carried out a further regulatory visit. We found that the provider had now met all the safeguarding and welfare actions raised. Risk assessment procedures were improved throughout the nursery, staffing arrangements were robust and the layout of the preschool room had been changed to enable staff to supervise children well at all times.

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](#).