

Complaint about childcare provision

Ref: EY489539/4584138

Date: 6 October 2020

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 24 September 2020, we received concerns that the provider was not meeting some of these requirements. On 1 October 2020, we carried out a regulatory visit and telephone call. We found the provider was not meeting one of the requirements. We issued actions for the provider to take. 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 15 October 2020:

ensure risk assessments identify aspects of the environment and equipment that need to be checked on a regular basis, and detail how the potential risk will be removed or minimised.

We found that the provider has taken the necessary steps to improve risk assessments of the environment including the removal of all potential hazards in the environment.

We are satisfied that the provider has met the safeguarding and welfare action 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](#).