

Complaint about childcare provision

Ref: EY416315/4596509

Date: 10 November 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 8 October 2020, we received concerns that the provider was not meeting some of these requirements. 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 2 November 2020:

provide Ofsted with the required information about assistants so that the appropriate suitability checks can be carried out

make sure that the required adult-to-child ratios are understood and maintained at all times, to effectively meet the needs of all children attending

put in place cleaning routines that are effective to ensure good hygiene and prevent the risk of cross contamination, particularly in the kitchen where meals are prepared

make sure that all areas of the premises used with children are fit for purpose and risks in the environment are minimised, in particular, the areas where children sleep

provide children with daily opportunities to be outdoors

make improvements to the existing arrangements for the recording of accidents to ensure that these contain enough detail in all areas.

Action Taken:

Information has now been provided to Ofsted about an assistant, to enable the appropriate suitability checks to be carried out. The provider now has a clear understanding of the ratio requirements and is adhering to these. Food preparation areas are hygienically clean, the

garden is made safe for use with children and appropriate changes have been made to the arrangements for sleep. The provider has revised her systems for recording accidents.

On 9 November 2020, during our work with the provider, we received a further concern that a visitor had received an injury from the childminders dog. We carried out a further regulatory visit to the childminder. We found that the childminder has taken appropriate steps to ensure that there are no opportunities for recurrence. No further action will be taken at this stage.

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](#).