

Complaint about childcare provision

Ref: 2530261/4592379

Date: 2 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 2 October 2020, we received concerns that the provider was not meeting some of these requirements in relation to risk assessment.

On 28 October 2020, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed by 30 November 2020:

- ensure risk assessment procedures, are robust and that any hazard is quickly identified and removed, with particular regard to hygiene maintenance in areas children play, to ensure the safety and wellbeing of children at all times.

On 11 November 2020, the provider responded to the notice to improve. The provider had improved their risk assessment procedures. They now ensure areas where children play are clean and fully understands their responsibilities.

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](#).