

## Complaint about childcare provision

Ref: 208734/4602516

Date: 6 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 15 October 2020, we received concerns that the provider was not meeting some of these requirements.

On 29 October 2020, 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 10 November 2020:

- ensure assistants understand how to keep the premises secure at all times
- maintain an accurate record of children's hours of attendance
- implement effective systems to ensure that children are supervised at all times
- implement effective systems so that children do not leave the premises unsupervised
- ensure risk assessments identify and minimise any potential risks or hazards to children. This is with particular regard to the general tidiness of the home and also dog urine
- ensure the indoor space requirements are adhered to and meet the needs of children effectively.

On 11 November 2020, we carried out a compliance monitoring visit. We found that the provider had met all the actions served within the notice. The provider has re-trained her assistants to make sure they follow the procedure to keep the front door locked while caring for children and to supervise children at all times. The provider has implemented a thorough risk assessment that she uses on a daily basis to make sure the premises are conducive for

childcare. The premises were clean and tidy with toys and resources stored neatly. The provider has worked out the amount of space she has available to care for children so that she can meet their needs effectively. The provider has devised a new attendance register which allows her to document the precise times of children's arrival and departure.

The provider remains 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](#).