

Complaint about childcare provision

Ref: 401177/4613752

Date: 27 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 28 October 2020, we received concerns that the provider was not meeting some of these requirements.

On 04 November 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. The provider is still registered with Ofsted. Actions needed by 26 November 2020:

ensure children are not exposed to risks; this relates to children being left unattended in the car

make arrangements for the safe management of household pets during childcare hours to ensure children's safety and welfare at all times.

We will monitor the provider's response to ensure the actions are successfully completed.

We found that the provider has implemented procedures to ensure children are not left unattended in the car. She has reviewed her risk assessment and has put arrangements in place to ensure her dog does not pose a risk to children's welfare. 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](#).