

Complaint about childcare provision

Ref: 102520/4657987

Date: 13 January 2021

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 9 December 2020, we received concerns that the provider was not meeting some of these requirements. On 4 and 5 January 2021 we undertook regulatory telephone calls and found that the provider was not meeting some of the requirements. We issued a notice to improve. The provider will be able to give parents further information about this.

Action needed by 11 January 2021:

- ensure children are supervised at all times

Action needed by 18 January 2021:

- ensure all records contain sufficient information to enable children to be fully safeguarded in line with Local Safeguarding Children Board procedures
- ensure risk assessments, with particular regard to outings, are regularly reviewed and take steps to minimise any risks, to ensure children are kept safe

We found that the provider has reviewed the use of records to ensure these include sufficient information to help safeguard children. She has improved her risk assessments and has introduced new safety measures. For example, children now wear high visibility clothing and all hold onto a rope on the walk to and from school, to increase their safety on outings. The childminder has reflected on her own procedures to ensure children remain supervised at all times. She has completed training with her assistants, to ensure they are clear on all procedures.

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](#).