

Complaint about childcare provision

Ref: EY560251/4646569

Date: 10 December 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 25 November 2020, we received concerns that the provider was not meeting some of these requirements.

On 2 December 2020, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have served a welfare requirement 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 18 December 2020:

- implement an effective risk assessment to identify and minimise any potential hazards to children, paying particular attention to the outside area
- ensure that all staff are clear on their individual roles and responsibilities, and that the staff working with one another, know and understand each other's roles, in particular who the deputy manager of the setting is
- make all records easily accessible and available for Ofsted to view
- keep confidential information about members of staff safe and secure
- implement robust systems to ensure that safer recruitment processes are followed when determining the suitability of any person likely to have regular contact with children.

The provider has taken appropriate action and met the actions set. 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](#).