

Complaint about childcare provision

Ref: 2536879/4702011

Date: 4 March 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 26 January and 4 February 2021 we received concerns that this provider was not meeting some of these requirements. On 25 February 2021, we carried out a regulatory visit. We found the provider was not meeting some of the requirements.

We have issued a notice to improve. This notice requires the provider to take the action below within the timescale set out. The provider will be able to give parents further information about this.

Action needed by 17 March 2021:

implement effective systems to ensure all staff can identify and manage risks to children's safety at the premises, with particular regard to radiators in areas accessed by children, cleaning products, mops and buckets and broken cupboards

ensure the baby room temperature is maintained at an appropriate and safe temperature to support their wellbeing

ensure staff are deployed appropriately to meet the ongoing needs of children and to ensure appropriate staff: child ratios are maintained

promote the good health of children who attend the setting, for example by ensuring that children are able to wash and dry their hands appropriately.

We are satisfied that the provider has taken the necessary steps to meet the actions raised. They have reviewed current systems to ensure that radiators are maintained at an appropriate temperature and to ensure that children are not exposed to hazards such as dirty mops and cleaning products. The provider has ensured that all damaged cupboards have been mended and that staff are appropriately deployed to meet the needs of all children. They have taken steps to ensure that children are able to wash and dry their hands appropriately, by having access to paper towels and liquid soap at all times.

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](#).