

## **Complaint about childcare provision**

Ref: 121664/4749031

Date: 25 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 22 March 2021, we received concerns that the provider was not meeting some of these requirements. On 23 March 2021, we carried out an unannounced visit where we found the provider was not meeting some of the requirements and had failed to notify Ofsted of a significant event, which is a requirement of their registration.

We have issued 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 to be completed by 26 March 2021:

take all reasonable steps to ensure children are not exposed to risks and demonstrate how risks are managed; specifically, the areas used by the children both indoors and outdoors and the risk posed by your dog

ensure that children are always within sight or hearing to meet their needs and ensure their safety

the premises and equipment must be organised in a way that meets the needs of the children, this includes meeting the indoor space requirements.

On 29 March 2021, we completed a monitoring visit where we found the provider had complied with the notice issued. We are satisfied with the action taken by the provider.

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](#).