

## **Complaint about childcare provision**

Ref: 2511203/4725445

Date: 9 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 February 2021, we received concerns that the provider was not meeting some of these requirements.

On 2 March 2021, we carried out an unannounced regulatory visit. We found the provider was not meeting some of the requirements. We have issued an action for the provider to take within the timescales set out below. The provider will be able to give parents further information about this.

Actions needed by 16 March 2021:

- strengthen risk assessments to ensure they are effective in minimising potential hazards to children, reviewed regularly and shared with staff, with particular regard to outings.

The provider responded appropriately and has taken action to address the identified weakness by ensuring the risk assessment reflects potential hazards and how they minimise these risks to children. 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](#).