

## **Complaint about childcare provision**

Ref: 2504926/4762296

Date: 6 May 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, which you can find at [www.gov.uk/government/publications/early-years-foundation-stage-framework--2](http://www.gov.uk/government/publications/early-years-foundation-stage-framework--2). If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 8 April 2021, we received concerns that the provider was not meeting some of these requirements.

On 22 April 2021, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take.

The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed by 15 May 2021

- review the risk assessment for outings, ensure it identifies all possible risks, how these risks will be minimised and promotes children's safety
- ensure parents' permission is obtained to leave their child with an assistant, including for very short periods of time.

We monitored the provider's response and suitable action was taken. The provider updated her risk assessments to ensure children are kept safe on outings and parents permission was obtained for using an assistant.

### **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](#).