

Complaint about childcare provision

Ref: 2546937/4757911

Date: 11 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](#). If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right. On 31 March 2021, we received concerns that this provider was not meeting some of these requirements.

On 22 April 2021, we carried out a regulatory visit. We found that the provider was not meeting some of the requirements. We have served a welfare requirements notice. This is a legal notice that requires the provider to take the action below within the timescales set out. The provider will be able to give parents further information about this.

Actions needed by 7 May 2021:

- improve risk assessment to ensure the premises is suitable and children are not exposed to unnecessary risks, with particular regards to unsafe and unclean toys and equipment outdoors and the broken radiator cover in the pre-school room
- implement effective hygiene procedures in the nappy changing area and promote the good health of children
- ensure a first-aid box is available on the premises at all times, with appropriate content for use with children
- improve security to prevent unauthorised access to the outdoor play area
- provide staff with effective induction, training and supervision, ensuring they are able to fulfil their roles and responsibilities and are fully aware of the roles of other colleagues, should they need support
- develop knowledge of responsibilities under the Data Protection Act (DPA) 1998 and ensure records are easily accessible and are only available to those who have a right or professional need to see them.

On 10 May 2021, we carried out a regulatory visit and monitored the action taken by the provider. We are satisfied with the action taken by the provider and no further action was required by Ofsted on this matter. 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](#).