

Complaint about childcare provision

Ref: 2568268/4773743

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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 26 April 2021, we received concerns that the provider was not meeting some of these requirements.

On 5 May 2021, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements. The provider has taken some steps to ensure no recurrence. We have issued actions for the provider to take. This is a statutory 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. The provider is still registered with Ofsted.

Actions needed by 14 May 2021:

improve risk assessment so that it is robust enough to identify potential hazards in the environment and that prompt steps are taken to ensure these risks are removed or minimised for children

make sure that practitioners have the necessary skills and knowledge to undertake thorough risk assessments and know what action they should take to minimise any risks to keep children safe from potential harm.

Action taken:

We have monitored the providers response. The provider has now taken steps to review all risk assessments for the play environment. Staff have completed training to increase their knowledge. A meeting took place to support staff to increase their skills in identifying potential hazards and how these must be minimised to protect children from harm.

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](#).