

Complaint about childcare provision

Ref: 2570365/4791361

Date: 3 June 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 18 May 2021, we received concerns that the provider was not meeting some of these requirements. On 27 May 2021, we carried out an unannounced regulatory visit. We found 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 actions below within the timescales set out. The provider will be able to give parents further information about this.

Actions needed by 18 June 2021:

- implement an effective risk assessment to help identify and minimise all hazards inside and outside the premises, to keep children safe
- take action to ensure that there is sufficient space available for the amount of children attending
- improve the privacy policy, in particular the use of social media to ensure that children's information is kept safe and secure

- maintain an accurate daily record of children's hours of attendance
- make sure assistants who are left in sole charge of children hold a full and current paediatric first-aid certificate.

We will monitor the provider's response to ensure the actions are successfully completed.

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](#).