

Complaint about childcare provision

Ref: 2547820/4795926

Date: 8 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 21 May 2021, we received concerns that the provider was not meeting some of these requirements. We have issued a Welfare Requirements Notice. This is a legal notice that requires the provider to take the actions below within the timescales set out.

take all reasonable steps to ensure children are not exposed to risks; with specific regard to the safety of pipes, trailing wires and electrical sockets in areas where children play, small gravel in the outdoor area, cleaning products and equipment in the toilet area and loose knobs on furniture

ensure that staff are able to identify potential risks to children and that all risk assessments are detailed, thorough and accurate

ensure that all areas of the premises are maintained to a high standard of cleanliness

ensure that all staff have a clear understanding of their roles and responsibilities; with specific regard to risk assessment and hygiene.

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

We visited the setting on 6 July 2021 to monitor the Welfare Requirements Notice. We found that all actions have been met.

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](#).