

Complaint about childcare provision

Ref: 218426/4718685

Date: 9 March 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.

Whilst routine and assurance inspections of early years and childcare provision remain suspended, we are continuing with EY regulatory work. We have completed additional regulatory work looking at the information that we hold about this provider. The focus was to check the provider was meeting requirements following a concern since their last inspection.

On 26 February 2021, we carried out a 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. The provider is still registered with Ofsted.

Actions needed by 18 March 2021:

- obtain an enhanced criminal record check for every person who works on the premises
- ensure that information is recorded about the identity and vetting checks completed for all staff
- ensure that risk assessment is effective so that all risks to children's health and safety are identified and action is taken to remove or minimise risks and hazards in a timely manner.

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

On 19 March 2021, we carried out a further regulatory visit. The focus of the visit was to check whether the provider had met the safeguarding and welfare actions raised at their last visit. We found that the provider had obtained an enhanced criminal record check for every person who works on the premises and had maintained an accurate record of the identity and vetting checks completed for all staff. We found that the provider has taken appropriate

action to implement effective risk assessment.

We are satisfied the provider has met the safeguarding and welfare actions raised. The provider is still registered with Ofsted.

On 6 July 2021, the provider notified us of a serious accident or injury sustained by a child. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of any serious accident, illness, injury to, or death of, any child while in their care.

On 9 July 2021, we carried out a 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. The provider is still registered with Ofsted.

Actions needed by 28 July 2021:

- improve knowledge and understanding of how to carry out effective risk assessment to ensure that the premises and equipment are safe and suitable for children and that children are not exposed to risks or hazards that may impact on their safety
- ensure that risk assessment is effective so that all risks to children's health and safety are identified and action is taken to remove or minimise any risks and hazards in a timely manner

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

On 3 August 2021, we carried out a further regulatory visit. The focus of the visit was to check whether the provider had met the safeguarding and welfare actions raised at their last visit. We found that the provider has taken appropriate action to improve the knowledge and understanding of all staff of how to carry out effective risk assessment. We found that the provider has improved risk assessment to identify risks to children's safety and take action to remove or minimise any risks and hazards in a timely manner.

We are satisfied the provider has met the safeguarding and welfare actions raised. 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](#).