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Guidance

Report a serious childcare incident

Ofsted-registered childminders, nannies, nurseries and other daycare must use this service to report significant events affecting their childcare within 14 days.

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Who this service is for:

This service is for Ofsted-registered:

- childminders
- nannies
- nurseries
- other daycare providers

Related content

[Tell Ofsted about an incident: children's social care notification](#)

[Childcare: reporting children's accidents and injuries](#)

[What Ofsted means by a serious incident](#)

[Childcare: significant events to notify Ofsted about](#)

[Starting a nursery or other daycare and running the business](#)

Detailed guidance

[Childcare: significant events to notify Ofsted about](#)

Collection

[Becoming a nanny](#)

[Becoming a childminder and running](#)

What you must tell Ofsted about

You must tell us about:

- an allegation of serious harm or abuse committed either at the premises or elsewhere by people who:
 - live on the premises
 - work on the premises
 - look after children on the premises
- the disqualification of the registered provider, an employee or someone living on the childcare premises (see [guidance on how to waive disqualification](#))
- [any significant event that may affect someone's suitability](#) to look after children, or be in regular contact with children (for instance, health changes or involvement with the police or social services)
- events that might affect the condition and safety of the premises or the quality of childcare offered, or lead to ongoing closures (such as a fire or flooding)
- the death of a child while in your care
- a child's [serious accident, injury or illness](#) while being looked after, including food poisoning affecting at least 2 children

Things you do not need to tell us about

You do not need to tell us about:

- minor injuries
- general hospital appointments
- routine treatments by a doctor
- any confirmed case of COVID-19 affecting a child or member of staff
- your setting closing only for a day or two, as long as there's no significant effect on how you provide childcare

Minor injuries include:

- sprains, strains and bruising
- cuts and grazes
- wound infections
- insect and animal bites

Read more information on what we see as [minor injuries](#).

How to tell Ofsted

You will fulfil your legal requirements if you submit the online form within 14 days. It will take about 10 to 20 minutes to complete.

[Report online >](#)

To complete this, you'll need to have:

- your reference number
- the childcare address
- details of the incident and those involved

After you give us information

Ofsted may:

- review information we hold about your registration
- look for records of previous serious incidents and how we assessed risk
- talk to you about it at your next inspection
- contact you to discuss the incident
- carry out an inspection or visit

Other changes to your registration

Tell Ofsted about updates to your registration, such as changes to your address, at enquiries@ofsted.gov.uk

View guidance on [making other changes, such as adding or removing someone from your registration](#).

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No

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