

Complaint about childcare provision

Ref: 321887/4575042

Date: 1 October 2020

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 14 September 2020, we received concerns that the provider was not meeting some of these requirements.

On 28 September 2020, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. There were too many children under the age of five years present. We have served a welfare requirements notice. This is a legal notice that requires the provider to take the action 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 29 September 2020:

- maintain adult to child ratios at all times when caring for children, including when using assistants, so that the individual needs of all children are met.

On 13 October 2020, we carried out a monitoring visit. We found that the provider now fully understands her responsibilities to maintain adult to child ratios at all times, when caring for children. She has improved how she monitors how many children are attending the setting. She is carrying out regular checks to ensure that she does not take more children than her registration allows.

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