

## **Complaint about childcare provision**

Ref: 2519779/4575860

Date: 4 November 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', which you can find at [www.gov.uk/government/publications/early-years-foundation-stage-framework--2](http://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 14 September 2020, we received information that raised concerns regarding the use of assistants in the setting. On 21 September 2020, we carried out a regulatory visit. We found that the childminder does not ensure that Ofsted have determined the suitability of assistants before counting them in the adult: child ratio. We issued 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.

Action required:

ensure the suitability of persons looking after children for whom childminding is being provided is confirmed by Ofsted

ensure adult: child ratio requirements are met at all times.

We found that the provider has implemented procedures to ensure that the suitability of assistants has been confirmed by Ofsted before they work in the setting and are included in the adult: child ratio. This helps to safeguard children's welfare. 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](#).