

## **Complaint about childcare provision**

Ref: 2589237/4598279

Date: 22 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', 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 9 October 2020 we received concerns that this provider was not meeting some of these requirements. We visited the provider to discuss the concerns and 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. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed by 4 November 2020:

- ensure that staffing arrangements meet the needs of all children and that children are adequately supervised at all times
  
- ensure that there is a named deputy who is capable and appropriately qualified to take charge in the manager's absence
  
- ensure correct adult to child ratios are met at all times

- ensure that records are easily accessible for inspection. Permission must be sought from Ofsted for records to be kept securely off of the premises
- ensure that those designated to take lead responsibility for safeguarding demonstrate robust knowledge of their role and responsibilities.

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

A monitoring visit was carried out, appropriate action has been taken.

### **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](#).