

Complaint about childcare provision

Ref: EY501751/4733970

Date: 15 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.

On 3 March 2020, we received concerns that the provider was not meeting some of these requirements.

On 12 March 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.

Actions needed by 23 March 2021:

- ensure staff: child ratios are adhered to, in order to meet the needs of all children
- maintain an accurate record of children's and staff attendance
- ensure staff know and understand effective means of managing children's behaviour
- ensure risks are identified and minimised, in particular, items left on or around the stairs

On 24 March 2021, we visited the setting again. We found that the provider had taken action to ensure staff: child ratios are maintained. Attendance records are now accurate and are checked when children arrive and again in the rooms. The provider has risk assessed the premises and encouraged staff to report any hazards. Staff are to revisit training to increase understanding around managing behaviour.

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](#).