

Complaint about childcare provision

Ref: EY540272/4736486

Date: 16 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 4 March 2021, 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. In addition, we found that the provider had failed to notify Ofsted of a significant event, which is a requirement of their registration. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed by 23 March 2021:

3.9 Suitable people

Improve practice for ensuring that people looking after children are suitable to fulfil the requirements of their roles and that effective systems ensure that practitioners, and any other person who is likely to have regular contact with children are suitable.

3.68 Information and records

improve record keeping for the safe and efficient management of the provision, with regard to demonstrating how adult-to-child ratios are met.

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

On 24 March 2021 we monitored the provider's compliance with these requirements. We are satisfied that the provider has taken appropriate steps to address the weaknesses in practice. 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](#).