

## **Complaint about childcare provision**

Ref: 2624400/4763417

Date: 16 April 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 9 April 2021, we received concerns that the provider was not meeting some of these requirements.

On 15 April 2021, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take. The provider is required to take the action below within the timescale set out. The provider will be able to give parents further information about this. We also found that the provider did not notify Ofsted of a significant event which is likely to affect their suitability to look after children. The provider did work with other agencies on this matter and is aware of the need to do so in future.

Action needed by 29 April 2021

- make sure a daily record of the names of all children being cared for on the premises including their arrival and departure times is maintained.

Action taken:

We are satisfied that the provider has increased their understanding of the requirement and has taken steps to ensure the requirement is now fully met. 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](#).