

Complaint about childcare provision

Ref: EY550847/4777228

Date: 5 July 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, which you can find at [www.gov.uk/government/publications/early-years-foundationstage-](http://www.gov.uk/government/publications/early-years-foundationstage-framework)

[framework](http://www.gov.uk/government/publications/early-years-foundationstage-framework)--2. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 29 and 30 April 2021, we received concerns that the provider was not meeting some of these requirements.

On 30 April 2021 we carried out a regulatory telephone call. We found the provider was not meeting some of these requirements but had taken action to put this right. The provider has reviewed and improved the systems in place for the handover of children aged three years plus at collection time. The provider will be able to give parents further information about this.

On the 19 May 2021, we received further concerns that the provider was not meeting some of these requirements.

On the 21 May 2021 we carried out a regulatory visit. During the visit we found the provider was not meeting requirements as set out in the Statutory Framework for the early years foundation stage. The provider was unable to evidence that adult-to-child ratios are met at all times and was not keeping accurate records as required. In relation to the new area of concern, we served a welfare requirements notice. This is a legal notice that requires the provider to take the action below within the timescales set out. The provider will be able to give parents further information about this.

Action needed by 14 June 2021

- ensure that adult-to-child ratios are met at all times.
- ensure an accurate record of the names of the children being cared for on the

premises, their hours of attendance and the names of each child's key person is maintained.

On 15 June 2021 we carried out a regulatory visit. The focus of the visit was to check whether the provider had met the safeguarding and welfare actions set following the last visit. We found the provider had taken prompt and effective action to meet the actions set. The provider will be able to give parents further information. 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](#).