

## **Complaint about childcare provision**

Ref: EY360335/4783023

Date: 6 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 9 April and 7 May 2021, we received concerns that the provider was not meeting some of these requirements. On 8 June 2021, we carried out a regulatory visit. We found the provider was not meeting all of the requirements. We have issued an action for the provider to take. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Action needed by 22 June 2021:

ensure that adult to child ratios are always maintained and that a maximum of six children under the age of eight are cared for at any one time; this includes a maximum of three children under the age of 5 years.

On 6 July 2021, the provider responded to the action set. We found that the provider had taken into consideration adult to child ratios. 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](#).