

## **Complaint about childcare provision**

Ref: EY447931/4809768

Date: 16 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--2. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 11 June 2021, we received concerns that the provider was not meeting some of these requirements.

On 2 July 2021 we carried out a regulatory visit. During the visit we found the provider was not meeting some of the requirements. We have issued actions 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 12 July 2021

- ensure that adult-to-child ratios are met at all times
- ensure an accurate daily record of the children being cared for on the premises and the names of each child's key person is maintained at all times

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

### **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](#).