

## **Complaint about childcare provision**

Ref: EY292355/4801241

Date: 28 June 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.

<https://www.gov.uk/government/publications/early-years-foundation-stage-framework--2>.

On 10 February 2021, we received concerns that the provider was not meeting some of these requirements.

On 17 February 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.

Action needed by 23 July 2021:

Ensure that staffing arrangements consistently meet the needs of all children and that the ratio requirements apply to the total number of staff available to work directly with the children.

The provider wrote to Ofsted confirming the steps taken to ensure that staff: child ratios are consistently met, and to ensure that staffing overall meets the needs of the children. We were satisfied that the provider had taken appropriate action to meet the requirements. The provider will be able to give parents further information about this. 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](#).