

Complaint about childcare provision

Ref: EY298814/4835763

Date: 3 August 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-foundation-stage-framework--2. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right. On 9 July we received a concern that this provider was not meeting some of the requirements. On 27 July 2021, we carried out an unannounced regulatory visit. We found that the provider had failed to comply with the requirements of her registration. On occasions, she had exceeded the number of assistants she is allowed to work with at any one time. During the visit we found further breaches and we have issued actions for the provider to take. The provider will be able to give parents further information about this.

Actions to take by 3 August 2021:

ensure that assistants are not left in sole care of children for more than 2 hours in a single day

ensure that permission is obtained from all parents to leave children with an assistant

ensure that children and staff attendance records are accurately maintained.

We are satisfied with the action taken by the provider. 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.](#)