

## **Complaint about childcare provision**

Ref: 2592627/4823885

Date: 28 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-foundation-stage-framework--2](http://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 28 June 2021, we received concerns that this provider was not meeting some of these requirements. On 7 July 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.

Actions needed by 21 July 2021:

ensure ratio requirements are met at all times

We are satisfied with the action taken by the provider.

On 14 July 2021, we received further concerns that this provider was not meeting some of these requirements. On 28 July 2021, we carried out a second regulatory visit. We found the provider was not meeting some of the requirements.

We have issued actions for the provider to take.

Actions needed by 11 August 2021:

ensure that the premises are fit for purpose and meet requirements of health and safety legislation, particularly hygiene requirements.

ensure staff undertake appropriate training and professional development to provide quality learning opportunities to support children's development.

The provider will be able to give parents further information about this. The provider is still

registered with Ofsted.

We are satisfied with the action taken by the provider.

### **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](#).