

Complaint about childcare provision

Ref: EY536959/5275881

Date: 25 November 2022

Summary of outcome

His 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.

In October 2022 we received concerns that this provider was not meeting some of these requirements.

On 11 November 2022, we carried out a regulatory visit to the provider. We found that the provider was not meeting some of the requirements.

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

We have served a welfare requirements notice. This is a legal notice that requires the provider to take the actions below within the timescales set out.

Action required by 28 November 2022:

- Ensure records are easily accessible and available.
- Ensure that the premises, including overall floor space and outdoor space, are fit for purpose and safe and that there are activities and resources provided on the premises, which are suitable for the age of children being cared for.
- Keep a record of each child cared for, including their full name, date of birth, name and address of every parent and/or carer who is known to the provider, which parents or carer the child normally lives with and emergency contact details for parents and/or carers.
- Display the certificate of registration.
- Ensure a daily record of the names of children being cared for on the premises and their hours of attendance is kept.

We will monitor the provider's compliance with the actions that have been set.

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](#).