

Complaint about childcare provision

Ref: 202264/4873767

Date: 16 September 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.

On 20 August 2021, we received concerns that the provider was not meeting some of these requirements.

On 7 September 2021, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. 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.

Actions needed by 20 September 2021:

- ensure the premises, including overall floor spaces are suitable for the age of children cared for and the activities provided
- ensure the indoor floor space requirements are met
- ensure children's information is recorded, in particular, full name, date of birth, name and address of every parent and/or carer who is known to the provider (including information about who has parental responsibility for the child and where the child normally lives), and emergency contact details for parents and/or carers.

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

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

What we found.

On 21 September 2021, we monitored the welfare requirements notice through inspection.

We found that the provider had checked the available floor space and ensured that this was

suitable for the age of children cared for and the activities provided. The provider now meets the indoor space requirements.

We also found that the provider had ensured that she has recorded all children's information, including their full name, date of birth and name and address of every parent and/or carer who is known to the provider.

We are satisfied the provider has met the welfare requirements notice. 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](#).