

Complaint about childcare provision

Ref: EY423936/4234614

Date: 4 June 2019

Summary of outcome

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 21 May 2019, we received concerns in relation to ratio requirements. On 3 June 2019 we completed an announced visit. We found that records of attendance for children were not maintained effectively and there was a lack of evidence to demonstrate when the provider was working with assistants to meet the child to adult ratios. Although not connected with the original concerns, we found that the provider's young daughter was not listed as a household member. However, this had not been addressed at the last inspection. We issued the childminder with a notice to improve that requires the childminder to take the action below within the timescales set out.

Actions needed:

provide Ofsted with the required information about persons living on the domestic premises where childminding is being provided to ensure the appropriate suitability checks can be carried out, by 14 June 2019

ensure that a record of the names of the children being cared for on the premises and their hours of attendance is maintained, by 14 June 2019

ensure that it is clear as to when assistants are working with children to make sure that the staff: child ratios are met, by 14 June 2019.

The childminder took appropriate action to meet the requirements and 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 for five years commencing on the date we complete our investigation.

For further information about the complaints process please view the [Concerns and complaints about childminders and childcare providers leaflet](#).