

Complaint about childcare provision

Ref: EY480074/4369797

Date: 12 November 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 30 October 2019 we received concerns that this provider was not meeting some of these 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. The provider will be able to give parents further information about this. Actions needed by 21 November 2019:

- demonstrate how you ensure that children are within your sight or hearing at all times, and are well supervised by you

- demonstrate how you comply with staff-child ratios at all times. At any one time, childminders may care for a maximum of six children under the age of eight. Of these six children, a maximum of three may be young children, and there should only be one child under the age of one. A child is a young child up until 1st September following his or her fifth birthday

- demonstrate how you manage children's behaviour in appropriate ways, for example, through warm and positive interactions with children that help to develop understanding, strong relationships and mutual respect.

We visited the provider again on 27 November 2019 and found that they had taken appropriate action to comply with the welfare requirements notice. The provider is still registered with Ofsted but is not working at the moment, while their health is being assessed.

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](#).