

## **Complaint about childcare provision**

Ref: 302799/4454884

Date: 20 February 2020

### **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](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 13 February 2020 we received concerns that this provider was not meeting some of these requirements. We carried out an unannounced visit to the premises on the 19 February 2020 and have sent the provider a Notice to Improve that asks them to take the actions below within the timescale set out. The provider will be able to give parents further information about this.

Actions needed by 24 February 2020:

- demonstrate how you will ensure that in all circumstances, the total number of children under the age of eight being cared for does not exceed six, including the childminder's own children or any other children they are responsible for
- demonstrate how you will ensure that children are adequately supervised and how you will deploy staff to ensure children's individual needs are met at all times
- demonstrate how you will ensure that a daily record of the names of children being cared for on the premises, their hours of attendance and the name of each child's key person is accurately maintained.

The provider replied to the notice to improve on 22 February 2020 and we are satisfied with the action taken by the childminder to minimise the possibility these breaches in requirements would occur again. 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 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](#).