

Complaint about childcare provision

Ref: EY331280/4827784

Date: 5 August 2021

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 1 July 2021, we received concerns that the provider was not meeting some of these requirements. On 4 August 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. The provider will be able to give parents further information about this.

Actions needed by 31 August 2021:

- supply all the necessary information to Ofsted so relevant checks can be completed on those persons who are 16 years and over living on the premises
- gain a secure understanding of the ratio requirements and how many children can be cared for at any one time
- maintain appropriate adult to child ratios at all times
- take action to improve knowledge and understanding of changes that must be notified to Ofsted.

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

On 9 September 2021, we carried out a telephone regulatory call to the provider and reviewed documentation received. We found that the provider had improved her

understanding of her responsibilities to provide Ofsted with required information. She has also improved her understanding of the ratio requirements and ensures she is compliant with these at all times. We are satisfied the provider has met the safeguarding and welfare actions raised. 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](#).