

Complaint about childcare provision

Ref: EY452135/5032480

Date: 1 August 2022

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 16 January 2022, the provider notified us that concerns had been highlighted about her wellbeing. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of significant affects that could affect the suitability of a person caring for or having access to minded children.

On the 8 February 2022, we carried out a regulatory telephone call to the provider. On 28 February 2022, we carried out an unannounced visit. We found that the provider had failed to maintain required documentation and we have issued actions for the provider to take. The provider will be able to give parents further information about this.

Action to take by 14 March 2022:

- ensure that a daily record of the names of children and their hours of attendance is maintained
- ensure that children's information is recorded including name, home address, date of birth, name and address of every parent and/or carer who has parental responsibility for the child, emergency contact details for parent/and or carer.

The provider responded to the notice and we are satisfied with the action taken by the provider.

On 13 July 2022, we carried out a further regulatory visit to discuss the provider's health. We found the provider was not meeting some of the requirements. We have issued an action for the provider to take. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Action needed by 12 August 2022:

- take all reasonable steps to ensure children are not exposed to risks and demonstrate how you are managing risks in relation to the loose filling from the sofas, which could

pose a choking hazard

The provider responded to say they had purchased two new sofas and had also purchased cat scratching posts and protective film to discourage future scratching of furniture. We are satisfied with the action taken by the provider.

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](#).