

## **Complaint about childcare provision**

Ref: EY555480/5301243

Date: 17 November 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](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 11 November 2022, we received concerns that the provider was not meeting some of these requirements.

On 14 November 2022 we carried out a regulatory visit. We followed this up with a regulatory telephone call on 15 November 2022. We found the provider was not meeting some of the requirements.

We found that the provider had failed to notify Ofsted of a change to those living or working at the setting premises. This is a requirement of registration.

We have also 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 30 November 2022:

- ensure that adult-to-child ratios are met at all times
- ensure that people living or working on the premises, who have regular contact with children, are suitable
- put in place arrangements for assistants to undertake appropriate training and professional development opportunities to ensure they offer quality learning and development experiences that meets the unique needs of all children.

On 6 December 2022 we conducted an unannounced monitoring visit and were satisfied that the actions were successfully completed.

We found that the childminder had met with her assistants to ensure that they understand the ratio requirements and that they must be met at all times. The assistants now

demonstrate a clear understanding of this requirement. The childminder has ensured that Ofsted have been notified of the change to those living on the premises and that the process for checking suitability is underway. In the meantime, any new household members will never be left alone with children. The childminder has also met with her assistants to train them in the specific needs of children at the setting, so that the quality of learning and development better meets children's needs.

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](#).