

## **Complaint about childcare provision**

Ref: 260151/5268501

Date: 9 December 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 23 November 2022, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We 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. This provider is still registered with Ofsted.

Actions needed by 6 January 2023:

- gain a secure understanding of the required adult-to-child ratios, and ensure children are adequately supervised, to enable you to meet children's learning and well-being needs, including when exceptions are made to usual ratios
- ensure you fulfil your role as key person effectively, so that the care and education provided is tailored to meet the needs of every child
- ensure the setting is organised in a way that meets the needs of children
- ensure that effective risk assessments are in place to keep children safe in the setting
- ensure information regarding children's hours of attendance is accurately recorded

On 11 January 2023, we undertook a welfare requirements monitoring visit. We found that the provider had met all the actions set by 6 January 2023. The provider is now meeting the required adult-to-child ratios and ensuring children are adequately supervised. This has

ensured the provider is fulfilling her role as key person and that the care and education provided is meeting the needs of every child in her care. In addition, the provider has ensured the setting is organised in a way that meets the needs of children and promotes their safety. The provider is keeping accurate records of children's attendance.

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](#).