

## **Complaint about childcare provision**

Ref: EY424734/5333261

Date: 13 January 2023

### **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 20 December 2022, we received concerns that the provider was not meeting some of these requirements.

On 9 January 2023 we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take. The provider will be able to give parents further information about this.

Actions needed by 27 January 2023:

- ensure Ofsted has the required information on all people who care for children, or have regular contact with children, in order to assess their suitability
- ensure the maximum space requirements are not exceeded for the number of children being looked after at anyone one time
- ensure records are easily accessible and available upon request
- ensure all reasonable steps are taken to ensure staff and children are not exposed to any risks, particularly during school drop off and pick up times.

On 30 January 2023, the provider responded to the actions set. We found the provider had provided Ofsted with the required information to assess the suitability of people who have regular contact with children. The provider had reviewed the risk assessment for school pick up and drop off times. She was not exceeding the space requirements and records were accessible.

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](#).