

Complaint about childcare provision

Ref: EY373713/5369907

Date: 16 February 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 1 February 2023, we received concerns that the provider was not meeting some of these requirements.

On 13 February 2023, we carried out a regulatory telephone call. 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. The provider is still registered with Ofsted.

Actions needed by 20 February 2023:

- ensure ratios for staffing and children are maintained at all times in accordance with the requirements for registration as a registered childminder
- implement effective safeguarding policies and procedures to ensure that the appropriate agencies are notified of any concerns about a child, without delay
- keep accurate records of any concerns about a child to ensure all children's needs are met.

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

On 24 February 2023, we carried out an unannounced regulatory visit to check whether the provider had met the safeguarding and welfare actions raised. We found that the provider fully understands their responsibilities and are satisfied that appropriate action has been taken. 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](#).