

## **Complaint about childcare provision**

Ref: EY559939/5385812

Date: 19 July 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--](http://www.gov.uk/government/publications/early-years-foundation-stage-framework--). If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 28 February, 7 March and 28 March 2023 we received concerns that the provider was not meeting some of these requirements.

On 5 May 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 2 June 2023:

- review and strengthen systems to monitor that ratios are maintained
- review space requirements to ensure that the number of children attending in each group room does not exceed the space available. Set out an action plan detailing how any changes will be made.

On 1 June 2023, the provider responded to the actions set. On 9 June 2023 we contacted the provider to discuss the actions response further. We found that the provider had improved their procedures to ensure ratios are met. They reviewed space requirements and implemented an action plan to ensure the number of children cared for does not exceed the space available.

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](#).