

## **Complaint about childcare provision**

Ref: EY551204/5821545

Date: 11 October 2024

### **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 5 September 2024, the provider notified us about staff:child ratios. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of any significant event which is likely to affect the suitability of the early years provider to look after children.

On 9 October 2024, we carried out a regulatory visit. We found the provider was meeting the staff:child ratio requirements. Furthermore, the provider had some written risk assessments in relation to specific issues, such as regular safety checks to be carried out by staff. However, we also found the provider was not meeting some of the requirements and had taken action to put this right. The provider has now ensured that staff are deployed so children's needs are met and that children are adequately supervised. The provider has ensured that children are always in sight and/or hearing of staff. They have also ensured that risk assessments now inform staff practice. The provider will be able to give parents further information about this.

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](#).