

Complaint about childcare provision

Ref: 2535846/5556992

Date: 1 November 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 10, 13 and 19 October 2023, we received concerns that the provider was not meeting some of these requirements.

On 23 October 2023, we carried out a regulatory visit. On 27 October 2023, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements. We issued actions for the provider to take. The provider will be able to give parents further information about this.

Actions needed by 10 November 2023:

- develop a sound understanding of the required ratios and maintain these at all times
- ensure people looking after children are suitable to fulfil the requirements of their roles; this includes confirmation from Ofsted of their suitability to work with children
- ensure assistants have up to date knowledge and understanding of safeguarding issues.

On 9 November 2023, the provider responded to the actions set. We found that the provider has taken steps to develop an understanding of the required ratios to be maintained. They

now ensure that only assistants who are assessed as suitable by Ofsted are included in the ratios. The provider has taken steps to re-train her assistants in safeguarding procedures.

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](#).