

Complaint about childcare provision

Ref: 2538239/5598032

Date: 6 February 2024

Summary of outcome

All early years providers must meet the legal requirements in the Statutory framework for the early years foundation stage (EYFS) 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 21 November 2023, we received concerns that this provider was not meeting some of these requirements. On 6 December 2023, we carried out an unannounced visit to the setting, but the provider was not at home. We contacted the provider and made an announced visit to the setting on 8 December 2023.

We found that the provider was not meeting some requirements of the EYFS. She was exceeding the minimum adult to child ratios by caring for four, and at times five, children who were all aged three years and under in her home. She was unable to demonstrate how she could meet the needs of all children and keep them safe at these times. In addition, we found that while caring for four, and at times five, children aged three years and under, the childminder was taking children on outings to public places. She did this on foot and in her car. We found that she had not appropriately considered risks and hazards, which may arise for the children in any risk assessment. In addition, her assessment did include enough consideration of adult to child ratios, in order to ensure children are safe and appropriately supervised. We 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 December 2023:

- ensure that the correct ratios are maintained at all times so the individual needs of all children being cared for are consistently met
- ensure that children are kept safe while on outings. Assess the risks and hazards which may arise for the children, and identify the steps taken to remove minimise and manage those risks and hazards. The assessment must include consideration of adult to child ratios.

We monitored the provider's compliance with the welfare requirement notice on 21 December 2023. The provider was found to be meeting the actions set.

Following this visit we made some additional enquiries. We found that the provider was not consistently responding to each child's emerging needs in a way that supports children's development and emotional wellbeing. We carried out a further visit to the provider on 23 January 2024 and following that visit we served a further 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 remains registered with Ofsted.

Actions needed by 26 February 2024:

- gain an appropriate understanding of how to interact positively with children in a way that supports their development, happiness and emotional well-being
- ensure children's behaviour is managed in a positive and supportive way at all times.

We will monitor the provider's compliance with the welfare requirement notice.

On 1 March 2024, we carried out a regulatory visit. The focus of the visit was to check whether the provider had met the safeguarding and welfare actions. We found that the provider had improved their knowledge of how to support, understand and manage children's behaviour.

We are satisfied the provider has met the 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](#).