

## **Complaint about childcare provision**

Ref: 2599554/5474619

Date: 15 September 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](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 26 June 2023, we received concerns that the provider was not meeting some of these requirements.

On 24 July 2023, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued an action for the provider to take. The provider will be able to give parents further information about this.

Action needed by 11 August 2023:

- ensure that required childminding ratios are maintained at all times in order to meet children's individual needs.

We will monitor the provider's response to ensure the action is successfully completed.

On 6 September 2023, we carried out a regulatory visit. The focus of the visit was to check whether the provider had met the safeguarding and welfare action, raised at the previous regulatory visit. We found that the provider was able to provide documentation to show that they were meeting requirements.

Additionally, during the regulatory visit on 6 September 2023, we found new areas of concern. This means that the provider was not meeting other requirements as set out in the Statutory framework for the early years foundation stage.

In relation to the new areas of concern we issued an action for the provider to take. The provider will be able to give parents further information about this.

Action needed by 13 September 2023:

- ensure that babies are placed down to sleep safely in line with latest government safety guidance.

We will monitor the provider's response to ensure the action is successfully completed.

On 12 September 2023, the provider responded to the action set. We found that the provider had improved their knowledge and understanding of safer sleeping practice and had taken appropriate action. We are satisfied the provider has met the safeguarding and welfare action 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](#).