

Complaint about childcare provision

Ref: 2637421/5495063

Date: 27 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--2. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 17 July 2023, we received concerns that the provider was not meeting some of these requirements.

On 26 July 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. The provider is still registered with Ofsted.

Actions needed by 27 July 2023:

- ensure children's individual needs, good health and safety continue to be met when applying exceptions to the usual childminder ratios
- ensure the outdoor area is securely maintained to prevent children from leaving this area unsupervised
- ensure good health and safety routines are implemented during nappy changes to minimise the risk of cross infection.

We will monitor the provider's response to ensure the actions are successfully completed.

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](#).

