

Complaint about childcare provision

Ref: EY254956/5883966

Date: 18 December 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 20 November 2024, we received concerns that the provider was not meeting requirements relating to safeguarding policies and procedures; suitable people; staff:child ratios; information and record keeping; supporting and understanding children's behaviour.

On 12 December 2024, we carried out a regulatory visit. We found the provider was not meeting some of the requirements and had taken action to put this right.

The provider has updated their training in relation to safeguarding and understanding children's behaviour. This ensures she knows who to contact if there is a concern about a child's safety and welfare. The provider has improved her understanding of how to support and manage children's behaviour. The provider now ensures that she has no more than six children under eight years at any one time and understands that only a registered assistant may care for children, in her absence.

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](#).