

Complaint about childcare provision

Ref: EY321312/5768008

Date: 27 August 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 1 July 2024, we received concerns that the provider was not meeting some of these requirements.

On 31 July 2024, 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.

We also found the provider had failed to notify us of: an additional address of the premises (and seek approval to operate from those premises where appropriate); the name or address of the childminder, or the childminder's other contact information; persons aged 16 years or older living or working on any domestic premises from which childminding is provided. The provider has not met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of changes.

The provider will be able to give parents further information about this.

Actions needed by 19 August 2024:

- develop knowledge of the changes Ofsted must be notified of
- develop knowledge of childminder ratio requirements.

On 05 August 2024, the provider responded to the actions set and we also reviewed improvements made at the inspection on 11 November 2024. We found that the provider had improved their knowledge of changes Ofsted should be notified of. Their understanding of childminding ratio requirements had also improved, including when and how exceptions to the normal ratios can be made. 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](#).