

## **Complaint about childcare provision**

Ref: EY405257/5251414

Date: 7 October 2022

### **Summary of outcome**

Our reference: 5251414/ EY405257

All early years providers must meet the legal requirements in the Statutory framework for the early years foundation stage. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 8 September 2022 and 3 October 2022, we received concerns that the provider was not meeting some of these requirements.

On 4 October 2022, we carried out a regulatory visit. We found the provider was not meeting all the requirements. We have served welfare requirements notice. This is a legal notice that requires the provider to take the action below within the timescales set out. The provider will be able to give parents further information about this.

Action needed by 12 October 2022:

- ensure the ratios requirement is adhered to at all times and that under no circumstance children are left in the sole care of an assistant for longer than two hours.

On 14 October 2022, we carried out a regulatory visit. We found that the provider had improved knowledge and understanding of the ratios requirement. 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](#).

