

Complaint about childcare provision

Ref: EY406925/5933125

Date: 14 February 2025

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 January 2025, we received concerns that the provider was not meeting requirements relating to: Safety and suitability of premises environment and equipment.

On 4 February 2025, we carried out a regulatory visit. We found that the childminder was caring for children in the basement of her property with no emergency evacuation route. The childminder took immediate action during the regulatory visit and made alternative arrangements to care for the children on the first floor.

We found that 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.

Actions needed by 7 February 2025:

- provide Ofsted with the necessary information to enable checks to be completed to establish the suitability of anyone aged 16 years and over living or working on the premises
- maintain a daily record of the names of the children being cared for on the premises, their hours of attendance, and the names of each child's key person.

We will monitor the provider's response to ensure the actions are successfully completed. 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](#).