

Complaint about childcare provision

Ref: EY409534/5827945

Date: 2 October 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 13 September 2024, the provider notified us about staff:child ratios, the safety and suitability of the premises environment and equipment, and information and record keeping. The notification means that the provider met their legal responsibility as set out in the 'Statutory framework for the early years foundation stage' to notify Ofsted of a serious accident to a child while in their care.

On 2 October 2024, we carried out a regulatory telephone call. We found that the provider and assistants supervise the children well. This ensures that the children remain within sight and/or hearing. The provider has a secure understanding of the required adult to child ratios and ensures that these are met in practice. The provider ensures that her assistant has access to training, such as first aid. This means they can respond promptly and appropriately to any accidents or injuries.

We found the provider was not meeting some of the requirements and had taken action to put this right. The provider has stopped using a portable heater in a playroom. This has improved the overall safety of the premises. In addition, she has reviewed her risk assessments and now considers the ages and stages of development of the children as part of the process. This helps to ensure children are safe. We are satisfied with the action taken. 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.