

Complaint about childcare provision

Ref: EY417235/5152028

Date: 9 August 2022

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 5 May 2022 and 9 May 2022, we received concerns that the provider was not meeting some of these requirements.

On 29 June 2022, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We served a welfare requirements notice. This is a legal notice that requires the provider to take the actions below within the timescales set out. The provider will be able to give parents further information about this.

Actions needed by 20 July 2022:

- deploy yourself and staff effectively to meet children's needs and ensure their safety
- ensure that only those aged over 17 years are included in the ratios and then only if deemed suitable by Ofsted
- obtain parents' and/or carers' permission to leave children with an assistant, including for very short periods of time and ensure this for no more than two hours at most in a single day
- keep 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
- keep a record of complaints and their outcome
- ensure that there is a written summary of each child's progress when they are aged between two and three years.

On 28 July 2022, we monitored the actions taken and we found that the provider has reviewed the occasions that her assistant will be left with children and has agreed these with parents. Only assistants that have been vetted by Ofsted work unsupervised with children. An attendance record has been created and is completed daily. A suitable system is in place to provide parents with a written summary of each child's progress when they are

aged between two and three years. The complaints record has been updated to include all concerns and their outcome. This record includes suitable steps taken by the provider to safeguard children from the misuse of technology, following a child viewing a scary video that was inappropriate for his age.

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](#).