

## **Complaint about childcare provision**

Ref: EY470325/5835827

Date: 18 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](https://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 23 September 2024, we received concerns that the provider was not meeting requirements relating to staff:child ratios, suitability of the premises, environment and equipment.

On 10 October 2024, we carried out a regulatory visit. We found the provider was not meeting some of the requirements and had taken action to put this right. The provider has since reviewed risk assessments for when moving children from the inside of the house to get them into the buggy for the school run. The childminder has reduced the number of children she cares for to enable her to meet the staff:child ratios.

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](#).

