

## **Complaint about childcare provision**

222831/C290807

**Date:** 30/09/2016

### **Summary of complaint**

We received a complaint on 22 July 2016 that raised concerns that the childminder was failing to meet safeguarding and welfare requirements of the statutory framework for the Early Years Foundation Stage (EYFS) relating to 'Staff:child ratios', 'Risk assessment' and 'Outings'.

Ofsted does not investigate to prove or disprove a complaint but looks into information received to see if the provider is meeting all applicable legal requirements.

We visited the childminder and found no evidence to support that the childminder was not meeting requirements in relation to the original complaint issues. However, on the day of the visit the childminder had taken children on an outing to the local park. She had more children in her care than legally allowed to do so without having an assistant accompany them. Following our investigation, we issued a notice of action to improve which requires the childminder to:

- ensure staffing arrangements meet the needs of all children and ensure their safety. This particularly refers to maintaining correct ratios when on outings.

The childminder has taken suitable action to meet the notice and has reduced the number of children she cares for.

The childminder remains 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 for five years commencing on the date we complete our investigation.

For further information on how we deal with complaints about providers, please view the *Early years compliance handbook* which can be found here at [www.gov.uk/government/publications/early-years-provider-non-compliance-action-by-ofsted](http://www.gov.uk/government/publications/early-years-provider-non-compliance-action-by-ofsted)