

Complaint about childcare provision

Ref: 154042/5122561

Date: 5 April 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 28 March 2022, we received concerns that the provider was not meeting some of these requirements.

On 5 April 2022, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements. We have 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 25 April 2022:

- ensure that Ofsted is provided with the required information to enable them to complete suitability checks on all people who work on the premises
- ensure that there are effective systems in place to make sure that any other person who is likely to have regular contact with children is suitable.

On 25 April 2022, we carried out a regulatory telephone call and found that the provider had met the actions in the welfare requirements notice. We found that the provider had reviewed her policies relating to assistants and volunteers and given Ofsted the information required to complete suitability checks for everyone who may work on the premises. We also found that the provider had sought references for all of them to help ensure their suitability.

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](#).