

Complaint about childcare provision

Ref: 2519530/5665319

Date: 17 June 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 22 February 2024, we received concerns that the provider was not meeting some of these requirements.

On 19 March 2024, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take.

Actions needed by 27 March 2024:

- ensure that an enhanced Disclosure and Barring Service check is obtained for any person aged 16 and over living or working on the premises where childminding is being provided
- ensure daily records of children's attendance include the names of children being cared for and their hours of attendance
- improve knowledge and understanding of changes that must be notified to Ofsted.

We will monitor the provider's response to ensure the actions are successfully completed.

On 2 April 2024, the provider responded to the actions set. We found that the provider had ensured that Disclosure and Barring Service checks are obtained for any person aged 16 and over living or working on the premises. They complete daily records of children's attendance and improved their understanding of changes that must be notified to Ofsted.

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](#).