

Complaint about childcare provision

Ref: 2652540/5382809

Date: 25 April 2023

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 23 February 2023, while cross-referencing the childminding registration, information was obtained that there was a new household member living under this childminding registration.

On 23 April 2023, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements. We have issued an action for the provider to take.

The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Action needed by 9 May 2023:

- put in place an effective procedure to ensure Ofsted is informed of all persons living or working at the premises.

We will monitor the provider's response to ensure the action is successfully completed.

On 23 May 2023, the provider responded to the actions set. We found that the provider had improved their knowledge and understanding of notifying Ofsted about person living or working in the setting and now fully understands their responsibilities.

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](#).