

Complaint about childcare provision

Ref: 2727999/5700406

Date: 24 May 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 05 April 2024 the provider notified Ofsted of potential new assistants in her setting. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of changes to those caring for children. However, the provider also informed Ofsted that she had not completed suitability checks for these individuals which indicates some of the statutory requirements were not being met.

On 23 April 2024, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We also found the provider was acting outside of the prescribed requirements of her registration, as there were four adults present caring for children. She has assured Ofsted she will take immediate steps to rectify this. We have also issued actions for the provider to take. The provider will be able to give parents further information about this.

Actions needed by 10 May 2024:

- provide Ofsted with the details they need to enable them to carry out the necessary suitability checks on assistants
- develop and implement procedures to ensure any assistants are suitable and competent to carry out their role and responsibilities
- maintain effective risk assessments to ensure any hazards are removed or minimised, especially relating to the garden.

On 10 May 2024, the provider responded to the actions set. We found that the provider had provided Ofsted with the relevant information to complete assistants suitability checks and their risk assessments are now effective. They had also revised and updated their procedures relating to the use of assistants.

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](#).