

Complaint about childcare provision

Ref: 2742530/5751707

Date: 2 July 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 10 June 2024, we received concerns that the provider was not meeting some of these requirements. We made a number of regulatory enquiries, including visiting the provider on 26 June 2024. 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. The provider is still registered with Ofsted.

Actions needed by 5 July 2024:

- improve risk assessments, especially in relation to animals.
- improve understanding of what to notify Ofsted of in relation to any significant event that may affect the suitability of the childminder to look after children.

On 8 July 2024 we monitored the actions set through an inspection. We found that the provider had reviewed and improved her risk assessments in relation to animals and improved her knowledge of what constitutes a significant event.

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](#).

