

Complaint about childcare provision

Ref: EY287502/5183898

Date: 16 September 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 15 June we received concerns that the provider was not meeting some of these requirements.

On 19 August 2022, we carried out a regulatory visit. 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. The provider is still registered with Ofsted.

Actions needed by 02 September 2022:

- ensure all persons living or working on the premises are suitable to have contact with the children
- take all reasonable steps to ensure children are not exposed to risks
- disallow smoking in or on the premises when children are present or about to be present
- develop knowledge and understanding of the requirement to notify Ofsted of any significant event which is likely to affect the suitability of any person who is in regular contact with children on the premises.

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

We monitored the childminder's compliance with these requirements on 8 September 2022. We are satisfied that potential risks have been minimised due to smoking being disallowed in any parts of the childminder's premises. The childminder is aware that she should have informed Ofsted about certain significant events in the past. She is now clear about the requirement to notify Ofsted of any significant event which is likely to affect the suitability of any person who is in regular contact with children on the premises. The childminder has not fully addressed the action to ensure all persons living or working on the premises are

suitable to have contact with the children.

Action needed by 30 September 2022:

- ensure all persons living or working on the premises are suitable to have contact with the children.

We monitored the childminder's compliance with the requirement on 12 October 2022. The childminder has not addressed the action to ensure all persons living or working on the premises are suitable to have contact with the children.

Action needed by 28 October 2022:

- ensure all persons living or working on the premises are suitable to have contact with the children.

We monitored the childminder's compliance with the requirement on 7 November 2022. The childminder has not addressed the action to ensure all persons living or working on the premises are suitable to have contact with the children.

Action needed by 25 November 2022:

- ensure all persons living or working on the premises are suitable to have contact with the children.

We monitored the childminder's compliance with the requirement on 24 November 2022. The childminder had addressed the action to ensure all persons living or working on the premises are suitable to have contact with the children.

We are satisfied the childminder 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](#).

