

Complaint about childcare provision

Ref: EY289850/5845826

Date: 23 October 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 4 October 2024, we received concerns that the provider was not meeting requirements relating to Safeguarding policies and procedures, Suitable people, Supporting and understanding children's behaviour, safety of premises and risk assessment.

On 10 October 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 below within the timescales set out. The provider will be able to give parents further information about this.

Actions needed by 25 October 2024:

- improve knowledge and understanding of how to identify when an allegation is made and how to report these concerns to the appropriate safeguarding partners
- make sure that the arrangements in your home are clearly shared with parents, particularly in relation to the family pets
- make sure that information about other children is handled confidentially to protect the privacy of children cared for except in circumstances only when the information is required to be disclosed.

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

On 23 October 2024, the provider responded to the action/s set. We found that the provider had improved their knowledge and understanding of child protection matters to identify when it is necessary to report concerns. The childminder has taken action to ensure parents are clearly informed about the arrangements for family pets. The childminder has increased her knowledge to ensure confidentiality. The information gathered suggests that the provider is now meeting the requirements of their registration. 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](#).