

Complaint about childcare provision

Ref: EY406786/5145733

Date: 26 August 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 27 April 2022, we received concerns that the provider was not meeting some of these requirements. The provider notified us of these concerns on 28 April 2022. 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.

On 22 August 2022, we carried out a regulatory telephone call. 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.

Actions needed by 14 September 2022:

- ensure that all individuals working directly with children are notified to Ofsted, so that we can carry out the appropriate suitability checks
- ensure that there are suitable age-appropriate car seats provided for children when being transported in the registered vehicle.

We monitored the response and found that the provider has taken action to make sure there are age-appropriate car seats for children and that all individuals have been notified to Ofsted for appropriate suitability checks to be carried out.

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](#).