

Complaint about childcare provision

Ref: EY407618/5109931

Date: 24 March 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 10 March 2022, we received concerns that the provider was not meeting some of these requirements.

On 23 March 2022, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements. We have issued an action for the provider to take. The provider has taken some action to put other breaches in requirements right. She has acted promptly to ensure those working with children are suitable to do so and has completed risk assessments to ensure children remain safe. The provider will be able to give parents further information about this.

Action needed by 4 April 2022:

- improve understanding of the requirements to inform Ofsted promptly of changes to those working at the setting so they can complete appropriate suitability checks.

On 13 April 2022, the provider responded to the action set. We found that the provider had improved their knowledge and understanding of notifying Ofsted of changes to those working at the setting.

We are satisfied the provider has met the safeguarding and welfare action 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](#).