

Complaint about childcare provision

Ref: EY433570/4321251

Date: 18 October 2019

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 2 September 2019, we received concerns that this childminder was not meeting some of these requirements. We have served a notice to improve, which requires the childminder to take the action below within the timescale set out. The childminder will be able to give parents further information about this. The childminder is still registered with Ofsted.

Action needed:

ensure that all persons, aged 16 and over and living on the premises from which the childminding is being provided, complete a Disclosure and Barring Scheme enhanced criminal records check and apply to have their suitability checked by Ofsted (Suitable people) To be completed by 1 November 2019.

ensure that records are easily accessible and available for inspection, with particular regard to paediatric first aid (PFA) certificates and the daily record of the names of the children being cared for on the premises and their hours of attendance (Information and records) To be completed by 1 November 2019.

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 for five years commencing on the date we complete our investigation.

For further information about the complaints process please view the [Concerns and complaints about childminders and childcare providers leaflet](#).