

Complaint about childcare provision

Ref: EY410305/5197007

Date: 23 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 28 June 2022, we received concerns that this provider was not meeting some of these requirements. On 22 September 2022, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements. We have served 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.

Action needed by 5 October 2022:

ensure household members, who are not registered as assistants, are not involved in the care of children

ensure up-to-date information is provided to Ofsted about the suitability of household members.

On 10 October 2022, the provider responded to the actions set. We found that the provider had improved their knowledge of using assistants. They now understand what to notify Ofsted of regarding any changes to the suitability of household members.

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](#).