

## **Complaint about childcare provision**

Ref: EY234723/5326417

Date: 13 January 2023

### **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](http://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 12 December 2022, we received concerns that the provider was not meeting some of these requirements.

On 9 January 2023 we carried out a regulatory visit. 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 20 January 2023:

- ensure Ofsted has the required information for all people who care for children, or have regular contact with children, in order to assess suitability
- ensure effective systems are in place for checking that individuals working with, or having regular contact, with children are suitable
- ensure compliance with data protection legislation and ensure all confidential records are kept secure and only accessible to those who have a right to professional need to see them.

On 26 January 2023, we carried out an unannounced visit to the provider. We found that the provider has notified Ofsted of all assistants working with children. She has improved the systems for checking the suitability of all people who care for children, or have regular contact with children. The provider now stores all confidential records securely.

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](#).