

Complaint about childcare provision

Ref: EY382007/5295363

Date: 10 March 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 17 January 2023, we received concerns that the childminder was not meeting some of these requirements.

On 7 February 2023, we carried out an inspection and found the childminder was not meeting some of these requirements. The overall effectiveness of the provision was judged to be inadequate.

Following the inspection we served a welfare requirements notice on 17 February 2023. This is a legal notice that requires the childminder to take the actions below within the timescales set out. The childminder will be able to give parents further information about this.

Actions needed by 6 March 2023:

- ensure appropriate checks for all adults living or working within the home are completed to ascertain their suitability
- ensure that any adults who have not had their suitability determined by Ofsted are not present during minding hours.

On 8 March 2023, we carried out an unannounced regulatory visit. The focus of the visit was to check whether the childminder had met the safeguarding and welfare actions raised at

their last inspection.

We found that the childminder had made changes to those present at her home while childminding. We also found she had taken steps for checks to be completed in order for the suitability of a household member to be ascertained.

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](#).