

Complaint about childcare provision

Ref: 2593963/5408993

Date: 6 April 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 30 March 2023 we received concerns that the provider was not meeting some of these requirements.

On 5 April 2023, we carried out a regulatory video call. 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.

Actions needed by 13 April 2023:

- ensure the premises are fit for purpose, including all buildings used for childminding and comply with health and safety requirements of other departments including fire safety and building control to keep children safe
- take steps to ensure risks to children's safety are identified, removed or minimised on the premises
- ensure children are not left in the sole care of childminding assistants for more than two hours in a single day
- gain a secure knowledge of the types of significant events you must notify Ofsted about
- make sure that appropriate public liability insurance is in place that covers all premises from which childminding is provided.

On 21 April 2023, we completed an unannounced regulatory visit. We found that the provider had successfully met the actions raised. The provider will be able to give parents further information about this. 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](#).