

Complaint about childcare provision

Ref: 2666942/5701701

Date: 19 June 2024

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 April 2024, we carried out an inspection and found the provider was not meeting some of these requirements. The overall effectiveness of the provision was judged to be inadequate. The inspection report sets out the actions the provider was required to take to meet the requirements.

On 8 May 2024, we carried out a regulatory visit. The focus of the visit was to check whether the provider had met the safeguarding and welfare actions, raised at their last inspection. We found that the provider had made the premises and sleeping arrangements safe. They had introduced new procedures to improve hygiene and food preparation practices. They had put in place plans to improve the key person arrangements. The provider had also improved their safeguarding knowledge and understanding and provided relevant support, supervision, and training to their assistants. They have plans in place to ensure assistants, whose suitability to work with children has not yet been checked, will not work with children without supervision, and to improve the child supervision arrangements. We were satisfied the provider had met the safeguarding and welfare actions raised.

On 11 June 2024, the provider notified us of a significant event. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of any significant event which is likely to affect the suitability of the childminder to look after children.

On 17 June 2024, we carried out a regulatory telephone call. We found that the provider had failed to notify Ofsted of previous significant events which were likely to affect their suitability to look after children, which is a requirement of their registration. Additionally, during the regulatory telephone call, we found that the provider had failed to follow the correct safeguarding procedures. This is because they did not report an allegation against an adult working with children to the relevant statutory body, within the required timescale. 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](#).