

Complaint about childcare provision

Ref: 2764150/5711708

Date: 28 May 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 19 April 2024, we received concerns that the provider was not meeting some of these requirements.

On 15 May 2024, we carried out a regulatory visit. We found the provider was operating as childcare on domestic premises, which they are not registered to provide. In addition, the provider has failed to inform Ofsted of changes to staff working at the setting. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take. The provider will be able to give parents further information about this.

Actions needed by 16 May 2024:

- ensure that there is an effective policy for the use of mobile phones that is consistently implemented by staff
- ensure that assistants are not left in sole charge of children for more than two hours in a single day
- ensure that steps are taken to minimise risks and hazards to children, including the entrance gate
- ensure that children are not left unsupervised with anyone who has not undertaken required suitability checks.

We will monitor the provider's response to ensure the actions are successfully completed.

On 13 June 2024, we carried out a regulatory visit to monitor the provider's progress in meeting the actions set. We found that the provider had reviewed staffing arrangements to comply with requirements of registration. Childminders work directly with children and assistants every day. This means that assistants are not left in sole charge of children for more than two hours in a single day. All staff working with children have completed required suitability checks. Risk assessments have been reviewed to improve safety procedures and staff do not have access to mobile phones when working with children. This has helped to ensure that children's safety and welfare is promoted effectively.

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](#).