

Complaint about childcare provision

Ref: EY289522/5781737

Date: 7 August 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 16 July 2024, we received concerns that the provider was not meeting some of these requirements.

On 1 August 2024, 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 5 August 2024:

- ensure that sleeping arrangements for young children are safe and in line with government safety guidance
- maintain a record of the names of children being cared for on the premises and their hours of attendance.

Action needed by 25 August 2024:

- complete an approved course of training in paediatric first aid.

On 7 August 2024, we carried out a regulatory telephone call. The focus of the call was to check whether the provider had met the safeguarding and welfare actions due by 5 August 2024, that were raised at the regulatory visit.

We found the provider now ensures that she adheres to sleeping arrangements for young children which is in line with government safety guidance, this includes young children being put down for sleep times in cots and not left to sleep in car seats. The provider records details for children in their care including arrival and departure times.

We are satisfied the provider has met the safeguarding and welfare actions raised that were due by 5 August 2024. We will monitor the provider's response to ensure the action that is due by 25 August 2024 are successfully completed.

On 26 August 2024, we received evidence from the provider which demonstrated that they had met the action due by 25 August 2024, that was raised in the regulatory visit. We are satisfied that the provider has met the safeguarding and welfare action due by 25 August 2024.

On 3 September 2024, we carried out an inspection and found the provider was not meeting some of the requirements. On 9 and 11 September 2024, after the inspection but before publishing the inspection report, we received information that applied to the provider at the time of inspection. This information meant we needed to follow our gathering additional evidence protocol, which you can find at <https://www.gov.uk/guidance/deferring-ofsted-inspections#Part-3-Gathering-additional-evidence-to-secure-an-incomplete-inspection>.

On 18 September 2024, we gathered additional evidence and found the provider was not meeting some further requirements. The report and inspection outcome will be published in due course.

On 25 September 2024, the provider notified us of their wish to resign their registration. They are no longer a registered childcare provider.

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](#).