

Complaint about childcare provision

Ref: EY411157/5263429

Date: 7 October 2022

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 22 September 2022, we received concerns that the provider was not meeting some of these requirements.

On 6 October 2022, we carried out a regulatory visit. We found the provider was not meeting some of the requirements and had failed to notify Ofsted of significant events, which is also a requirement of their registration.

We have issued actions for the provider to take within the timescales set out below. The provider will be able to give parents further information about this.

Actions needed by 28 October 2022:

- ensure that minded children are always within sight or hearing of the registered childminder or registered assistants
- increase your knowledge and understanding of the relevant local safeguarding partners (LSP) safeguarding policy and procedures, including the role of the Local Authority Designated Officer (LADO)
- implement appropriate arrangements for the supervision of staff who have contact with children and families. Effective supervision should provide support, coaching and training for the practitioner and promotes the interests of children.

The provider responded to the notice on 27 October 2022. However, they did not clearly explain how they would comply with the actions needed. We were planning to make a follow up visit to the provider but they resigned their registration on 1 November 2022.

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](#).