

Complaint about childcare provision

Ref: 208731/4942357

Date: 4 May 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 1 and 4 November 2021, we received concerns that the provider was not meeting some of these requirements.

On 11 January 2022, we carried out a regulatory telephone 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. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed by 12 January 2022:

ensure children are usually within sight and hearing and always within sight or hearing of people registered to care for them

ensure children are not left unsupervised with people whose suitability has not been checked.

We carried out an unannounced visit on 24 January 2022. We found the childminder had met the actions raised in the welfare requirements notice.

On 28 April 2022 we raised an action. Action need by 13 May 2022:

provide Ofsted with information to enable suitability checks to be completed for persons living or working on the premises.

We took steps to cancel the provider's registration. The provider objected to us taking this step. Having heard the provider's reasons for objecting to this step, we have decided not to proceed with cancellation and the provider remains 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](#).