

## **Complaint about childcare provision**

Ref: EY473333/4633994

Date: 23 November 2020

### **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](http://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 November 2020 we received concerns that this provider was not meeting some of these requirements. We visited the provider to discuss the concerns and have issued 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 7 December 2020

- ensure staffing arrangements and the deployment of staff meets the needs of all children and ensures their safety
  
- ensure that children do not leave the premises unsupervised and take all reasonable steps to prevent unauthorised persons entering the premises
  
- take all reasonable steps to ensure staff and children are not exposed to risks and demonstrate how risks are managed
  
- provide relevant information to parents in the event of a child going missing, or away from the setting, in accordance with the details of your policies and procedures.

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

On 1 December 2020 Ofsted received further concerns about the safety and security of children at this setting. A monitoring visit was carried out and a further breach of a requirement was identified. The provider has taken appropriate action to address this issue. The above actions have now been met.

### **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](#).