

## **Complaint about childcare provision**

Ref: 2526900/5114491

Date: 7 April 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](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 17 March 2022, we received concerns that the provider was not meeting some of these requirements. The provider also notified us of a significant incident. This notification means the provider met their legal responsibility as set out in the early years foundation stage welfare requirements to notify Ofsted of any significant event.

On 18 March 2022, we carried out a regulatory visit. We found that 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 1 April 2022:

- ensure that all reasonable steps are taken to identify and manage risks and ensure children are not exposed to unnecessary risks, with particular regard to security arrangements
- implement staff training to ensure they are all aware of risk assessment procedures, including how to protect children and keep them safe
- ensure children are within sight and/or hearing at all times so that no child is able to leave the premises without staff being aware of the child leaving
- improve staffing arrangements to ensure that children are safe and adequately supervised.

On 5 April 2022, we carried out an unannounced monitoring visit. The focus of the visit was to check whether the provider had met the safeguarding and welfare actions, raised at their last visit. We found that the provider had reviewed risk assessment procedures, with particular regard to security arrangements. The provider had implemented staff training to ensure they are all aware of the revised risk assessment procedures, including how to

protect children and keep them safe. The provider has also improved how staff are deployed to ensure that children are always within sight and/or hearing.

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](#).