

Complaint about childcare provision

Ref: EY546838/5095153

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 27 April 2022, we received concerns that the provider was not meeting some of these requirements. On 28 April 2022, the provider notified us of a significant safeguarding incident. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted.

On 28 April 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 5 May 2022:

- ensure that all staff, including the designated lead for safeguarding, understands and implements the setting's policies and procedures for safeguarding children. In particular those relating to procedures to follow in the event of a significant safeguarding incident
- deploy staff to ensure that children are effectively supervised including ensuring that children are always within sight and/or hearing.
- Ensure that children cannot leave the premises unsupervised
- Ensure risk assessments are effective so that all possible risks to children are identified and minimised.

On the 5 May 2022. We carried out a regulatory visit. The focus was to check whether the

provider had met the welfare requirement notices raised during the recent regulatory telephone call. We found the provide had improved their knowledge and understanding of child protection procedures and now fully understands their responsibilities. We found the provider has improved their knowledge and understanding of staff: child ratios, premises and risk assessment.

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](#).