

## **Complaint about childcare provision**

Ref: EY555551/5255213

Date: 16 September 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 13 September 2022, we received concerns that the provider was not meeting some of these requirements.

On 14 September 2022 the provider notified us of an 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 14 September 2022, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements. We have served 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 22 September 2022:

- deploy staff to ensure that children are effectively supervised, ensuring that children are always within sight and/or hearing of staff.
- make sure that children are unable to leave the premises unsupervised.
- ensure that risk assessments are effective in identifying risks to children, and that all reasonable steps are taken to reduce and manage risks.

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

On the 28 September 2022, we carried out a monitoring visit to check compliance with the welfare requirements notices. We found that the provider had improved their knowledge and understanding of risk assessment, and to ensure that children cannot leave the premises unsupervised. We found that they had developed their understanding of ensuring

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](#).