

Complaint about childcare provision

Ref: EY216906/5282440

Date: 21 November 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 10th November, we carried out a regulatory visit. 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 12th December 2022:

- ensure appropriate steps are put in place to check the identity of visitors to the premises
- ensure that all reasonable steps are taken to safeguard children from risks, and put in place a robust risk assessment that is understood and implemented by all staff
- ensure staffing arrangements meet the learning and development needs of all children
- ensure staff receive appropriate support and training that improves their knowledge and skills of safeguarding and learning and development.

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

On 15th December, we carried out an inspection. As part of the inspection, we monitored the actions set within the welfare requirements notice. We found that the provider had met all the actions due by the 12th December 2022. The provider has ensured appropriate steps are in place to check the identity of visitors to the premises. They have taken all reasonable steps to put in place robust risk assessments that are understood and implemented by all staff, this has included support for staff to improve their knowledge and skills for safeguarding and learning and development. 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](#).