

## **Complaint about childcare provision**

Ref: EY435148/5328410

Date: 10 February 2023

### **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 5 January 2023, we carried out an unannounced inspection and found the provider was not meeting some of these requirements. The overall effectiveness of the provision was judged to be not met.

Following the inspection, we served a welfare requirements notice on 20 January 2023. This is a legal notice that requires the provider to take the actions within the timescales set out. The inspection report sets out the actions the provider was required to take to meet the requirements.

On 30 January 2023, we carried out a regulatory visit. The focus of the visit was to check whether the provider had met the safeguarding and welfare actions, raised at their last inspection. We found that the provider had taken reasonable steps to ensure children were not exposed to risk and had made sure staff understood their role and responsibilities to keep children safe. They had recruited additional staff to ensure that there is always an adequate number of staff working with children who hold the required qualifications. Furthermore, they had retrained staff on safeguarding procedures and the correct process to follow in an event of an allegation against a member of staff.

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.