

## **Complaint about childcare provision**

Ref: EY563489/5329821

Date: 23 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 16 December 2022, we received concerns that the provider was not meeting some of these requirements.

On 16 January 2023, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed by 03 February 2023:

- take action to ensure that staff are effectively deployed at all times, to meet children's needs and maintain ratio requirements
- ensure children's individual needs are met and that teaching effectively supports their learning
- ensure risk assessments are effective and that staff check the areas of the environment on a regular basis to remove or minimise risks, particularly in relation to the outdoor area
- maintain effective arrangements to support the individual needs of children with special educational needs and/or disabilities, that are inline with the Special Educational Needs and Disability Code of Practice.

On 06 February 2023, the provider responded to the actions set. We found that the provider had improved their procedures to ensure staff are deployed effectively. They have also provided training for staff to improve teaching ensuring that children's individual needs are met. Additionally, the provider had reviewed and updated risk assessments to ensure children's safety and provided further training to ensure they effectively support children with special educational needs and/or disabilities. 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](#).