

Complaint about childcare provision

Ref: 137490/5380986

Date: 13 March 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 22 February 2023, we received concerns that the provider was not meeting some of these requirements.

On 22 February 2023, 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. Actions needed by 8 March 2023:

- ensure children are always within sight and/ or hearing
- ensure children do not leave the premises unsupervised to keep them safe from harm
- identify aspects of the environment that need to be risk assessed on a regular basis and ensure that all reasonable steps are taken to eliminate risks to children
- ensure all relevant information about children is shared with their parents and carers so that children's needs can be met
- develop a clear understanding of events and changes that must be notified to Ofsted

We monitored the provider's response to ensure the actions were successfully completed.

On 7 March 2023, the provider responded to the actions set. We found that the provider had attended a safeguarding course, reviewed their practice and reviewed their risk assessments. We found that the provider had improved their knowledge and understanding of the requirements of the early years foundation stage and now fully understands their responsibilities. 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](#).