

Complaint about childcare provision

Ref: EY440075/5396745

Date: 24 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 13 March 2023, we received concerns that the provider was not meeting some of these requirements.

On 22 and 23 March 2023, we carried out regulatory telephone calls. 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 3 April 2023:

- ensure staff implement risk assessments, including the measures identified to minimise risks to children
- ensure the deployment of staff meets children's needs and ensures their safety.

On 6 April 2023, we carried out a regulatory visit to monitor the actions set. We found that the provider has improved staff's knowledge and understanding of risk assessment to ensure all hazards within the learning environment are identified and minimised to keep children safe. We also found that the provider has improved staff deployment to ensure that children are supervised well. We are satisfied that 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](#).