

## **Complaint about childcare provision**

Ref: EY248119/5402776

Date: 12 April 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 21 March 2023 we received concerns that the provider was not meeting some of these requirements.

On 31 March 2023, we carried out a regulatory telephone call. We found the provider was not meeting some of these requirements. We have issued actions for the provider to take. The provider will be able to give parents further information about this.

Actions needed by 21 April 2023:

- identify and take steps to reduce risks to children when collecting children from other provisions
- make sure the arrangements for staffing meet the needs of the children and the correct staff to child ratio is always maintained with particular regard to the older children.

On 26 April 2023, the provider responded to the actions set. We found that the provider had reviewed their risk assessments for collecting children from other provisions. The arrangements for staffing forms part of the daily risks assessments to ensure staff are deployed effectively, to meet the specific needs and the numbers of children attending. 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](#).