

## **Complaint about childcare provision**

Ref: EY490861/5471544

Date: 31 July 2023

### **Summary of outcome**

All early years providers must meet the legal requirements in the statutory framework for the early years foundation stage, where 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 take action to ensure they put matters right.

On the 6 July 2023, we carried out an inspection and found a provider was not meeting some of these requirements. The overall effectiveness of the provision was judged to be inadequate. The inspection report sets out the actions a provider was required to take to meet the requirements.

On the 31 July 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.

The provider responded to the actions set. We found the provider has improved supervision arrangements to align training and support for staff. This is to help them have a clearer understanding in how to fulfil their roles and responsibilities. Key person arrangements have been reviewed to ensure all children have their individual needs considered and met. Managers ensure that staff consider risk assessment when carrying out activities and experiences so children remain safe at all times.

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](#).