

## **Complaint about childcare provision**

Ref: EY550711/5532756

Date: 26 September 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 13 September 2023, we received concerns that the provider was not meeting some of these requirements. On 14 September 2023, the provider notified us of a significant incident relating to the concerns raised on 13 September. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of a significant event.

On 20 September 2023, we carried out an unannounced 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 27 September 2023:

- ensure that staff have completed appropriate training, so that they have the skills and knowledge and are competent to carry out specific care needs for children
- ensure arrangements for the supervision of staff and monitoring of practice are robust, to ensure that the care needs of children are understood and consistently met
- implement a rigorous system for risk assessment to ensure they are effective in identifying potential risks and hazards, and identify steps to remove, minimise and manage such risk and hazards.

We are satisfied with the action taken by the provider. The provider remains 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](#).