

Complaint about childcare provision

Ref: EY452806/5549664

Date: 19 October 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 2 October 2023, we received concerns that the provider was not meeting some of these requirements.

On 9 October 2023, we carried out a regulatory visit. 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 20 October 2023:

- ensure children are safe when sleeping

- ensure any people who have not undertaken suitability checks do not have unsupervised contact with children being cared for

- ensure vetting check records, to confirm staff suitability, contain required information.

We will monitor the provider's response to ensure the actions are successfully completed.

On 24 October 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 on the welfare requirements notice. We found that the provider had taken appropriate action to improve safety procedures when children are sleeping. In addition, improvements had been made to record keeping and risk assessment procedures. The provider fully understands their responsibility to safeguard children.

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](#).