

## **Complaint about childcare provision**

Ref: EY498818/5544332

Date: 12 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](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 22 September 2023, we received concerns that the provider was not meeting some of these requirements.

On 5 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.

Actions needed by 19 October 2023:

- review and improve the deployment of staff to ensure that children are appropriately supervised, and their individual needs are met at all times
- ensure staff have the skills, knowledge and understanding to manage children's behaviour appropriately
- implement appropriate risk assessment procedures to ensure staff identify, minimise, and remove hazards when they arise

On 24 September 2023, we visited the provider to monitor the actions set. We found that the provider had reviewed the staff deployment to help meet the needs of children and that staff had developed their knowledge on how to support children's behaviour. We found that the provider had begun to develop staffs knowledge around risk assessments.

The provider will be able to give parents further information about this. 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](#).