

## **Complaint about childcare provision**

Ref: EY395979/5510477

Date: 23 November 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](https://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 25 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.

The provider is still registered with Ofsted.

Actions needed by 16 November 2023:

- improve knowledge of the procedures to follow if an allegation of abuse is made against yourself or a member of staff
  
- ensure children are not exposed to risks or hazards when on outings and take into consideration adult to child ratios

- ensure that maximum ratios are not exceeded at any time, in particular the total number of children under the age of eight being cared for must not exceed six per adult
- ensure children are appropriately supervised when on outings in order to protect them from harm.

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

On 21 November 2023 we visited the provider to see what action the provider has taken to meet the actions set. We found that the provider has improved their knowledge and understanding of child protection procedures, in particular the action to take if an allegation of abuse is made against the provider or a member of staff. The provider has also updated her risk assessments and her understanding of the importance of completing risk assessments in order to protect children. Furthermore, we found the provider has addressed the issues raised of exceeding the maximum adult to child ratios, by reducing the number of children in her care. Additionally, the provider has updated her procedures for the supervision of children to ensure they are kept safe from harm.

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.