

## **Complaint about childcare provision**

Ref: EY476815/5599002

Date: 2 February 2024

### **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 09 January 2024, we carried out an inspection and found the provider was not meeting some of these requirements. The report and inspection outcome will be published in due course. Following the inspection, we served a welfare requirements notice on 17 January 2024. 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 30 January 2024:

- ensure that appropriate arrangements are in place so that assistants are not left in sole charge of children for more than two hours
- ensure that reasonable steps are taken to prevent unauthorised persons from entering the premises
- obtain knowledge of what needs to be notified to Ofsted to ensure they are informed of any significant event that is likely to affect suitability.

On 01 February 2024, 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.

On 01 February 2024, we found that the provider has improved their knowledge and understanding of all matters that need to be reported to Ofsted. The provider has taken action to ensure the premises are secure. The provider has put suitable arrangements in place to ensure assistants are not left for more than two hours in sole charge of 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](#).