

Complaint about childcare provision

Ref: EY360483/5636079

Date: 21 February 2024

Summary of outcome

All early years providers must meet the legal requirements in the Statutory framework for the early years foundation stage. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 16 January 2024, we received concerns that this provider was not meeting some of these requirements.

On 17 January 2024 we carried out a regulatory visit. We found that 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 07 February 2024:

- Ensure the safeguarding policy, including how mobile phones, cameras and other electronic devices with imaging and sharing capabilities are used in the setting, is implemented effectively.
- Ensure support, coaching and training is provided for managers and staff which helps them to understand and carry out their roles and responsibilities effectively.
- Ensure that emergency evacuation exits are free from obstruction and always allow a clear route to safety.
- Ensure risk assessments are effective by identifying aspects of the environment which need to be checked on a regular basis, when and by whom those aspects will be checked, and how the risk will be removed or minimised.

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

On 13 February 2024 we carried out an inspection. We found that the provider had taken action to meet the requirements. The report and inspection outcome will be published in due course.

We are satisfied the provider has met the actions set out in the welfare requirements notice. 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](#).