

## **Complaint about childcare provision**

Ref: 2496781/5670022

Date: 4 March 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 28 February 2024, we received concerns that the provider was not meeting some of these requirements.

On 28 February 2024, 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 15 March 2024:

- ensure that the practitioner responsible for safeguarding fully understands the roles of relevant agencies and the significant incidents to notify, with particular regard to the local authority designated safeguarding officer (LADO)
- provide appropriate training and support for staff so that they understand their roles and responsibilities, and know how to implement procedures relating to children's safety and health
- improve staffing arrangements to ensure that the needs of all children are met, and that children are adequately supervised at all times
- ensure that staff are always within sight or hearing of children
- ensure that risk assessment arrangements take account of the differing needs and abilities of all children and minimises their exposure to risks
- ensure that records of any complaints made include sufficient detail to enable any subsequent investigations to be fully completed and the outcome shared.

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

## **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](#).