

## **Complaint about childcare provision**

Ref: 2532413/5659217

Date: 5 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](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 14 February 2024, we received concerns that the provider was not meeting some of these requirements.

On 1 March 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 the staff working with children are suitable
- obtain an enhanced DBS for all staff who work with children
- ensure staffing arrangements meet the needs of children and ensure their safety and are adequately supervised, including ensuring children are within sight or hearing of staff
- ensure staffing arrangements are risk assessed while suitability checks are being applied for
- ensure the premises and equipment are organised in a way that meets the needs of the children.

On 20 March 2024, we conducted a full inspection to monitor the notice. Please refer to the inspection report for more information.

### **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](#).