

## **Complaint about childcare provision**

Ref: 2695576/5753032

Date: 28 June 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 21 May 2024, the provider notified us of a significant event. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of a safeguarding incident.**

**On 22 May 2024, we received concerns linked to the notification information, that the provider was not meeting some of these requirements.**

**On 26 June 2024, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements and had taken action to put this right. They had reviewed their risk assessments for the support provided for individual children. The provider will be able to give parents further information about this. During the call we also found the provider was not meeting another of the requirements. We have issued an action for the provider to take.**

### **Action needed by 1 July 2024:**

- **review and improve the deployment of staff, to ensure children's safety and well-being.**

**The provider confirmed they have reviewed staff deployment to ensure that staff supervise all areas used by the children throughout the time they attend. In addition all staff will be retrained to update their safeguarding knowledge.**

**The provider remains 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](#).