

## **Complaint about childcare provision**

Ref: EY459134/5763997

Date: 8 July 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 25 June 2024, we received concerns that the provider was not meeting some of these requirements.

On 2 July 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 3 July 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 9 July 2024:

- take action to implement a rigorous system for risk assessment to ensure hazards are identified and managed effectively and promptly, so that children are not exposed to risks
  
- ensure staff are deployed at all times to meet children's needs and ensure the effective supervision of children to keep them safe.

On 16 July 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 that were required to have been completed by 9 July 2024.

We found the provider had met the safeguarding and welfare actions. The provider had improved their knowledge and understanding of identifying risks and provided staff with additional training. Effective processes are now in place for the deployment of staff, to ensure that they adequately supervise children to help keep them safe and meet their needs.

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](#).