

## **Complaint about childcare provision**

Ref: EY478093/5787920

Date: 2 August 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 24 July, we received concerns that the provider was not meeting some of these requirements. On 26 July 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 significant events.

On 30 July 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 7 August 2024:

- ensure that further measures are put in place so that the premises is secure, and children are not able to leave unsupervised
- ensure that risk assessment procedures are reviewed, updated, and shared with all staff so that children are not exposed to risks, with particular regard to leaving the premises or accessing other parts of the premises unsupervised
- implement procedures to gather relevant information about children from parents and carers and other professionals, to ensure the setting is safely managed and the needs of all children are met.

On 12 August 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 the visit on 30 July 2024.

We found that the security of the premises has been enhanced significantly so that children are not able to leave unsupervised. Risk assessment procedures have also been updated

and shared with all staff. Procedures to gather relevant information about children's needs from parents and other professionals have been put in place.

We are satisfied the provider has met the safeguarding and welfare actions raised. 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](#).