

## **Complaint about childcare provision**

Ref: EY557710/5783902

Date: 24 September 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 <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 17 July 2024 we received concerns that the provider was not meeting requirements relating to Safeguarding policies and procedures, Staff:child ratios, Safety and suitability of premises, environment and equipment, Information and record keeping.

On 10 September 2024, we carried out a regulatory visit. We found that the provider has effective safeguarding policies and procedures. Furthermore, risk assessments were in place, along with all the required information about the provider. However, we also found that the provider was not meeting some of the requirements. We have issued actions for the provider to take within the timescales set out below. The provider will be able to give parents further information about this.

Action needed by 25 September 2024:

- ensure that staffing arrangements meet the needs of children
- ensure staff working with children under two receive the appropriate training that specifically addresses the care of babies
- ensure that all fire exits are clear to enable the safe evacuation of children from the premises

On 24 September 2024, the provider responded to the actions set. We found that the provider had ensured that identified staff are enrolled onto an approved early years level 3 course. Furthermore, appropriate staff have now accessed training that specifically addresses the care of babies. The provider has also sought advice regarding the fire exits and to establish that adequate arrangements are in place for the safe evacuation of children. The information gathered suggests that the provider is now meeting the requirements of their registration. 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](#).