

## **Complaint about childcare provision**

Ref: EY491863/5821817

Date: 18 October 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 5 September 2024, the provider notified us about an incident relating to the requirements 'Safety and suitability of premises, environment and equipment'. 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 significant event.

On 6 September 2024, we received concerns that the provider was not meeting requirements relating to 'Safety and suitability of premises, environment and equipment'. On 6 and 16 September 2024, we carried out regulatory telephone calls and on 9 September 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.

Actions needed by 27 September 2024:

- ensure that the provision is organised so that children cannot leave the premises unsupervised
- ensure risk assessments are effective to identify and manage all risks and take all reasonable steps to minimise these to keep children safe

- ensure that all staff, including the manager, understand and follow essential policies and procedures to ensure children's welfare at all times
- ensure staff are deployed effectively to meet the children's needs in relation to their safety, care and well-being
- improve understanding of when to share information with other agencies to work together to safeguard children
- ensure that records, including incident records, risk assessments, records of attendance and those relating to supporting children who have special educational needs and/or disabilities are clearly completed, accurately maintained and easily accessible.

On 3 October 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 in the welfare requirements notice. The information gathered suggests that the provider is now meeting the requirements of their registration. The provider ensures that staff are deployed appropriately, and children are adequately supervised. They have updated their risk assessments to help minimise risks to keep children safe. The provider has improved their understanding of when to share information with other agencies. 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](#).

