

## **Complaint about childcare provision**

Ref: EY544937/5769795

Date: 6 November 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 2 July 2024, we received concerns that the provider was not meeting some of these requirements. On 3 July 2024, the provider notified us of an incident. 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 any event that may impact the suitability of the provider.

On 9 July 2024 we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take.

Actions needed by 2 August 2024:

- Ensure staff are deployed effectively to adequately supervise children.
- Ensure children are not exposed to risk and demonstrate how this is effectively managed, with particular reference to children's behaviour.

The provider has put in place a robust risk assessment and have dedicate staff in place now to supervise children and manage their behaviour effectively.

Through further regulatory telephone calls, we found that there was a failure to meet the requirements 'Safeguarding policy and procedures.' We found the provider had taken action to put this right. The provider will be able to give parents further information about this. 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](#).