

## **Complaint about childcare provision**

Ref: EY554024/5725020

Date: 17 May 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](https://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 4 May 2024, we received concerns that the provider was not meeting some of these requirements.

On 14 May 2024, we carried out a regulatory visit. We found the provider had failed to notify Ofsted of a significant event, which is a requirement of their registration. We also found that there had been breaches of the requirements concerning staff compliance with the settings' risk assessment procedures. The provider had already started to take steps to meet this requirement.

We have issued an action for the provider to take. The provider will be able to give parents further information about this.

Action needed by 31 May 2024:

- ensure staff have a full understanding of how to conduct robust risk assessments to identify, remove or minimise any potential hazards so that staff and children in their care

are not exposed to unnecessary risks.

On 23 May 2024, the provider responded to the action we set. We are satisfied that they have provided staff with the information and knowledge they require to enable them to have a full and clear understanding of the setting's risk assessments and their roles and responsibilities in conducting these checks.

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](#).