

Complaint about childcare provision

Ref: EY500970/4822121

Date: 17 August 2021

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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 25 June 2021 we received concerns that this provider may not be meeting some of these requirements.

We have served actions. This notice requires the provider to take the action below within the timescales set out. The provider will be able to give parents further information about this.

Action needed

Ensure that students on long term placements and staff working as apprentices are only included in the ratio's if they are competent to do so by 31 July 2021. The provider has now met this action.

In addition the provider was found not to have been meeting the following requirement at the time of the concerns raised. However, the provider had taken action to ensure this requirement was met in full prior to Ofsted's involvement:

Ensure that all reasonable steps are taken to ensure that children in their care are not exposed to risks. Risk assessments should identify aspects of the environment that need to be checked, when and by whom those aspects will be checked and how the risk will be removed or minimised.

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](#).