

Complaint about childcare provision

Ref: EY259037/4835318

Date: 18 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 9 July 2021, we received concerns that the provider was not meeting some of these requirements.

On 23 July 2021, 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. The provider will be able to give parents further information about this.

Actions needed by 30 August 2021:

- ensure that the premises are fit for purpose and suitable for the specific needs of the children cared for and comply with requirements of health and safety legislation (including fire safety and hygiene requirements)
- take all reasonable steps to ensure staff and children are not exposed to risks and identify aspects of the environment that need to be checked on a regular basis, when and by whom those aspects will be checked, and how the risk will be removed or minimised
- improve staffing arrangements to ensure that children are adequately supervised, and children's individual needs are met
- ensure that all practitioners have appropriate qualifications, training, skills and knowledge and a clear understanding of their roles and responsibilities

We will monitor the provider's response to ensure the actions are successfully completed.

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](#).