

Complaint about childcare provision

Ref: 2654929/5154142

Date: 20 June 2022

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 6 May 2022, we received concerns that the provider was not meeting some of these requirements.

On 27 May 2022, we carried out a regulatory telephone call and on 30 May 2022 we followed this up with a regulatory visit. 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 17 June 2022.

- ensure the premises are suitable and organised well to meet the needs of children attending the provision

- take reasonable steps to remove any risks to children safety in order to keep them safe

- ensure the youngest children are provided with resources relevant to their ages and stages of development.

On 16 June 2022, the provider responded to the actions set. We found that the provider had made changes to the layout of the nursery; they have enhanced their risk assessment process to ensure safety and reviewed the resources to ensure they meet children's needs.

We are satisfied the provider has met the 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](#).