

Complaint about childcare provision

Ref: 2537114/5225183

Date: 19 August 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 3 August 2022, we received concerns that the provider was not meeting some of these requirements.

On 4 August 2022, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have served a welfare requirements notice. This is a legal notice that requires the provider to take the actions below within the timescales set out. The provider will be able to give parents further information about this.

Actions needed by 26 August 2022:

- improve risk assessments so that any potential hazards to children are identified and removed, to maintain children safety continuously, including resources and activities provided for children
- ensure a written record of accidents or injuries and first aid treatment are precise and accurate.

On 1 September 2022, we carried out a regulatory visit to monitor compliance with the actions set. We found that the provider had improved systems in place to record accidents and injuries to ensure they are precise and accurate. They have also improved risk assessment arrangements and identified potential risks and hazards and what actions should be taken. The provider is continuing embedding new policies and procedures with staff to

ensure they understand and follow correct policies and procedures. We are satisfied the provider has taken appropriate steps; we will assess this further with the provider. 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](#).