

Complaint about childcare provision

Ref: 253405/5346054

Date: 18 January 2023

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 13 January 2023, 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 providers to take the actions below within the timescales set out. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed by 30 January 2023:

- ensure that all reasonable steps are taken to safeguard children from risks, and put in place a robust risk assessment that is understood and implemented by all staff
- ensure staffing arrangements meet the learning and development needs of all children
- ensure there is an effective key-person system to provide a settled relationship with children and tailor care to their individual needs

on 1 February 2023, we carried out a welfare requirements notice monitoring visit. We found that the provider had met the actions due by 30 January 2023. The provider has ensured all reasonable steps have been taken to safeguard children from risks. This has included the development of weekly checks and hazard forms. The provider has ensured staff are deployed effectively in order to meet the needs of all children. In addition, the key person system is now effective and providing children with consistent relationships with key staff who understand the children's individual needs.

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](#).