

## **Complaint about childcare provision**

Ref: 2556605/5299278

Date: 3 February 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](http://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 6th 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 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 27th January 2023:

- implement effective measures to ensure steps are taken to reduce the risk to children when using the garden area
- ensure that all areas of the premises are safe and suitable for children. In particular, the safety of the nappy changing area
- implement effective management strategies to ensure staff are aware of their roles and responsibilities relating to the safety of children.

On 31st January 2023, we carried out a regulatory visit. The focus of the visit was to check whether the provider had met the safeguarding and welfare actions.

We found that the provider has now taken steps to reduce the risk to children when using the garden area. All areas of the premises, particularly the nappy changing area, are now safe and suitable for children. Managers have implemented effective procedures to ensure staff are aware of their responsibilities relating to keeping children safe.

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](#).