

Complaint about childcare provision

Ref: EY555538/5347030

Date: 22 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 11 and 25 January 2023, we received concerns that the provider was not meeting some of these requirements. On 27 January 2023, we carried out a regulatory visit. 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. The provider is still registered with Ofsted.

Action needed by 10 February 2023:

ensure that staffing arrangements and the deployment of staff are organised effectively to meet children's needs, especially when they are settling in or returning after an absence

take all reasonable steps to ensure that children, staff and visitors are not exposed to risks and demonstrate how these will be managed, removed or minimised.

On 17 February 2023, we carried out an inspection. We found that arrangements for the deployment of staff, with particular regards to children settling in, have been improved. We found that the provider has ensured that radiators do not pose a burn risk to children by installing radiator covers, repairs had been made to torn lino flooring, edging strips on internal stairs and damaged resources and equipment. 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](#).