

Complaint about childcare provision

Ref: 2519737/5355304

Date: 6 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 20 January 2023, we received concerns that the provider was not meeting some of these requirements.

On 3 February 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 27 February 2023:

- ensure there is always a named deputy, who is capable and qualified to take charge in the manager's absence.
- ensure the facilities for changing any children who are in nappies are suitable
- take all reasonable steps to ensure children are not exposed to risks, and staff understand their role and responsibilities in carrying out risk assessments, identified hazards and minimising or removing these to keep children safe

On 3 March 2023, we carried out a monitoring visit. We found that the provider had 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](#).